

2015

GoArmyEd Users Guide

Helpdesk Case Action and Response guidelines

This document is an overview of guidelines for GoArmyEd Customer Relationship Management (CRM) Helpdesk cases. For ease of readability by all personnel, this guide is arranged in sections by Helpdesk case types. It is to be used in conjunction with information and instructions in accordance with AR 621-5 and HQ ACES policies, procedures and Subject Matter Expert (SME) decisions. This guidance will assist the GoArmyEd user in determining the course of action needed to replying, closing, and escalating Helpdesk cases.



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Introduction

This section provides an overview of Guide content and how the information is arranged.

General

GoArmyEd is the virtual gateway for all eligible Active Duty, National Guard and Army Reserve Soldiers to request Tuition Assistance (TA) online, anytime, anywhere for classroom and distance learning. It allows Soldiers to manage their education records including college classes, testing, on-duty classes and Army Education Counselor support. GoArmyEd enables Soldiers to request TA and register for classes anytime and anywhere. GoArmyEd is also the virtual gateway for Army Civilians to apply for their Civilian education, training, and leader development events.

Applicability

The GoArmyEd Users Guide provides functional support to Army Continuing Education personnel with administrative GoArmyEd functions, as well as the following:

- Provide guidance to schools on the process of submitting grades through the GoArmyEd portal in accordance with (IAW) AR 621-5
- Provide written recommendations to Subject Matter Experts (SMEs)
- Serve as liaison for various account activities that involve multiple stakeholders (e.g., Army Education Center Personnel, school officials, Soldier, Army Civilians)
- Provide status updates to cases/inquiries to SMEs as requested
- Reply/Close/Escalate the GoArmyEd Helpdesk cases IAW AR 621-5, policies, procedures, and SME decisions
- Request additional information from school, education center, and/or Soldier
- Create and correct Tuition Assistance Request for approval
- Document decisions for future reference

Using This Guide

This document is an overview of guidelines used in resolving GoArmyEd Customer Relationship Management (CRM) Helpdesk cases. For ease of readability by all personnel, this Guide is arranged alphabetically in sections by Helpdesk case type. Army publications, policies, and other information can be found in the Appendix sections. Used in conjunction with information and instructions IAW AR 621-5, policies, procedures and SME decisions, this guidance will assist Army Continuing Education personnel in Replying/Closing/Escalating GoArmyEd Helpdesk cases.

- **For the users' convenience the Table of Contents is hyperlinked to each page of the document; each page is hyperlinked back to the Table of Contents**
- **HQ ACES requests that you utilize this Guide from your desktop. Printing will remove the hyperlinks and it is a very large document that will continually be updated**

ACES Request Hold-Fees

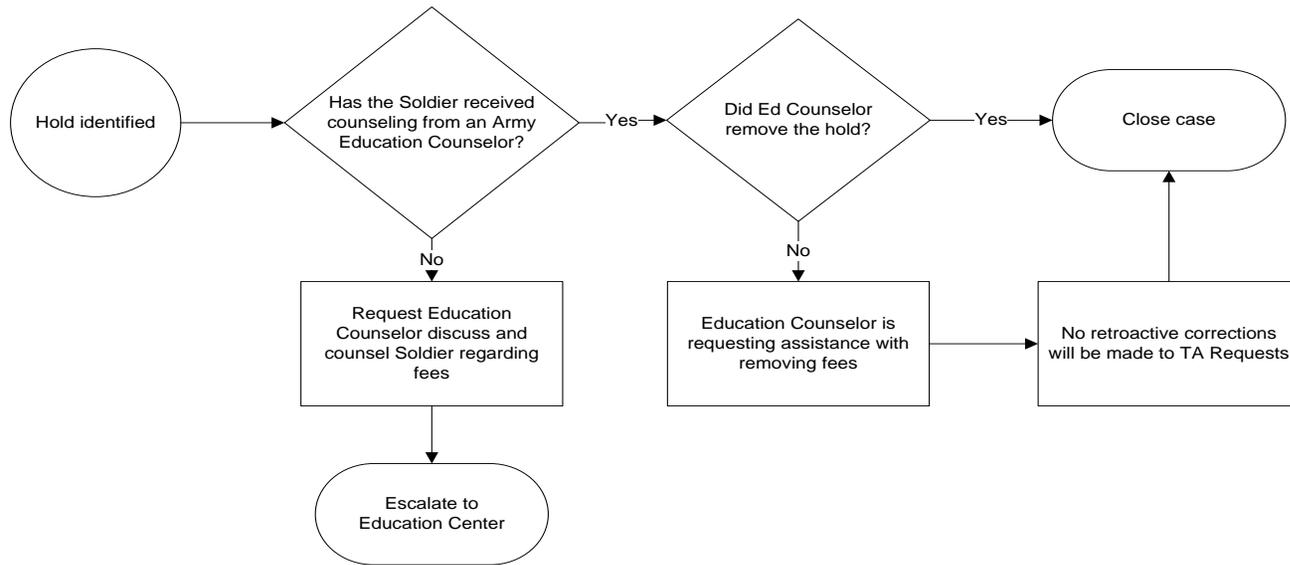
ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014
Itemization of Tuition and Fees Policy, dated 15 Nov 2013

Business Policies:

- To consistently enforce Tuition Assistance (TA) policies, a hold is placed on a Soldier's account at any point TA policy is violated or an account becomes ineligible to request TA. It is removed automatically when the violation is resolved.
- Army Education Counselors can defer most holds for up to 90 days. The hold will be reapplied when the deferment expires unless the root cause has been resolved. If the root cause is resolved, the hold will automatically be removed.
- The placement and removal of holds will occur within 24 hours (ET) with the exception of ACES requested holds (ACR) and HQ ACES (HQA) holds. The placement and removal of these holds occurs immediately.
- Deferment of the holds should be an exception. The standard process and expectation is that, **before** Soldiers can enroll in their next TA-funded course, they must resolve the root cause of the issue that triggered the hold.
- At their discretion, Army Education Counselors also can add a hold on a Soldier's account.
- Effective 1 Oct 2014, fees of any kind are no longer TA eligible.

Use the following flow chart to resolve this hold



Description	Response
ACES Request hold - General Fees	Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case. The Fee hold was placed so the Soldier may receive counseling in regards to updated guidance of the DoDI 1322.25 (change 3) for tuition assistance (TA) Fees. As the fees hold states, the Soldier is to visit the Education Counselor to 1.) Be assisted in removing the hold, 2.) Review that fees are no longer eligible for TA, and 3.) Discuss any concerns in regards to financing their education. Once the Soldier has been counseled, the Education Counselor may release the hold at their own discretion if they feel the Soldier clearly understands the TA Policy Guidance. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>Request to fix fees -Fees were erroneously requested/paid because Fee hold was placed *** Only for TA requests for courses starting prior to 1 Oct 2014</p>	<p>Close case: Dear _____, HQ ACES has reviewed this case. HQ ACES will not retroactively correct fees which were erroneously requested and paid, has rather placed the Fees hold during the invoice review process for Soldiers who requested the ineligible fees. The Fee hold was placed in order for the Soldier to receive counseling in regards to the updated guidance of the DoDI 1322.25 (change 3) regarding TA Fees. As the fees hold states, the Soldier is to visit the Education Counselor to 1.) Be assisted in removing the hold, 2.) Review that fees are no longer eligible for TA, and 3.) Discuss any concerns in regards to financing their education. Once the Soldier has been counseled, the Education Counselor may release the hold at their own discretion if they feel the Soldier clearly understands the TA Policy Guidance. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
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AMEDD Enlisted Commissioning Program (AECp)

Information found at <http://www.usarec.army.mil/mrb/AECP/index.shtml>

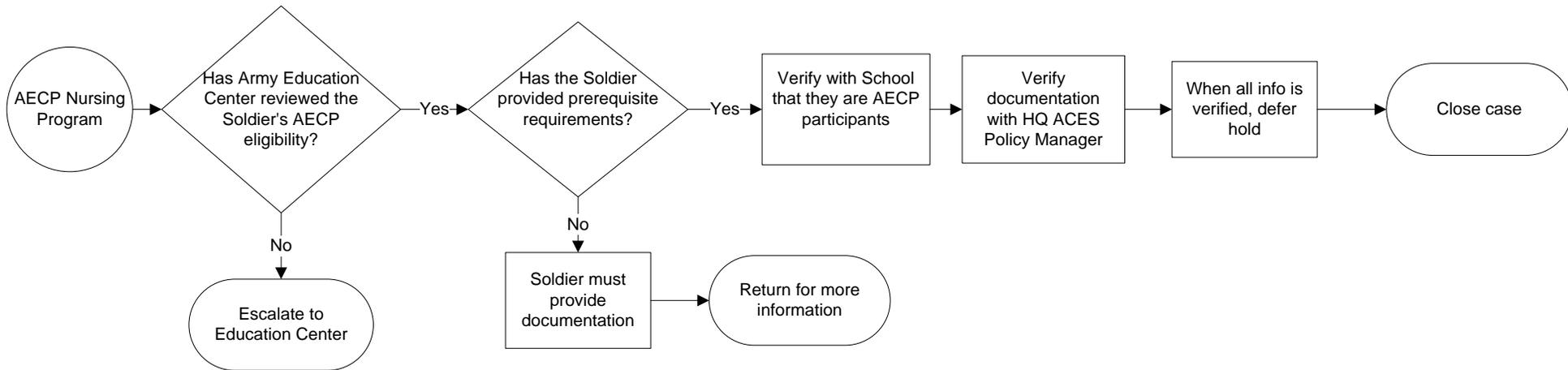
Business Policies:

- The AMEDD Enlisted Commissioning Program (AECp) provides eligible Active Duty, Reserve, National Guard or Active Guard Reserve Army Soldier's with the opportunity to complete a Bachelor's of Science in Nursing (BSN) and then receive a commission in the Active Duty component of the Army Nurse Corps.
- Soldier must meet eligibility requirements stated in AMEDD Enlisted Commissioning Program Guidelines found at http://www.usarec.army.mil/mrb/AECP/application_process.shtml.

Use the following flow chart to determine Soldier's AECp eligibility for Soldiers who are on the Master's Degree Completed hold or who have reached their semester hour cap.

Checklist:

- ✓ Nursing school must be a participant of the AMEDD Enlisted Commissioning Program.
- ✓ Soldier must provide course verification such as a school memo or letter stating the specific prerequisite courses needed for the AECp Nursing Program.



Description	Response
Army Enlisted Commissioning Program (AECN): Nursing	Close case: Dear ____, HQ ACES is requesting that you provide the required course verification documents. This document can be a signed memo or letter from your school specifying which prerequisite courses you will need to complete in order to apply to the AECN Nursing Program. Once these documents have been uploaded into your eFile, you will need to open a new Helpdesk case for review by your Army Education Counselor; the case can then be escalated to HQ ACES. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Army Enlisted Commissioning Program (AECN): Nursing	Close case: Dear ____, HQ ACES has reviewed your case and documents. HQ ACES has also verified with SFC Carmen McDavitt, the Army Enlisted Commissioning Program (AECN) Manager, that your school is a participant of the AECN. HQ ACES has deferred your Civ Ed Code Masters hold until ---MM/DD/YYYY---. You will need to enroll into courses and submit your TA requests prior to the hold deferral end date. Note- in the future you will need to open a new GoArmyEd Helpdesk case to have your hold deferred each time you need to register for courses until you have completed the authorized Traditional BSN program prerequisites listed on the --SCHOOL-- Letter from the school. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

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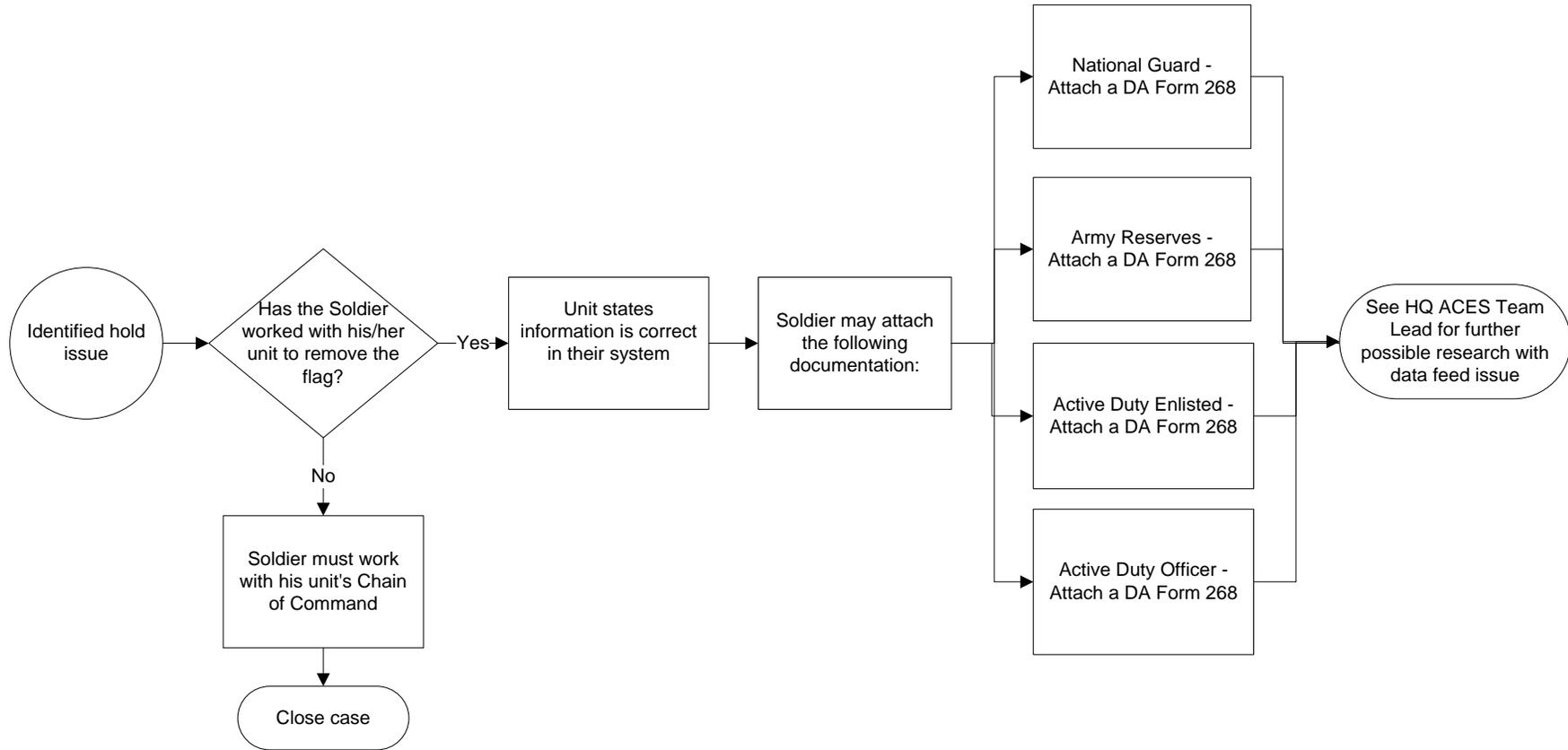
APFT/ Weight Control Hold

*Tuition Assistance (TA) Policy for Army Physical Fitness (APFT) Test and Army Weight Control Program (AWCP) Flags, Dated 11 Jun 2013
Copy of ITAPDB - Codes and Values*

Business Policies:

- Any Soldier, regardless of component (Active or Reserve) on an Army Physical Fitness Test and/or Army Weight Controls Program Flag will be ineligible for tuition assistance and a Flag hold will be placed on the Soldier's GoArmyEd record, until the flag is removed from his or her record.
- If the reason for the Flag has been resolved, but the transaction has not migrated through the Army's personnel data systems to GoArmyEd for removal of the hold, the Soldier cannot upload a copy of the DA Form 268 to eFile to have the hold deferred by HQ ACES. Soldiers must work with their chain of command to ensure that the flag is removed within their source personnel data system.

Use the following flow chart to research and resolve this issue.



Description	Response
<p>APFT/Weight Control hold per policy memo dated 11 Jun 2013</p> <p>Request DA Form 268 for research purposes only</p>	<p>Close case: Dear _____, HQ ACES has reviewed your case. GoArmyEd indicates that an "APFT" hold was placed on your account on ---MM/DD/YYYY---. According to TA Policy Memorandum, dated 11 Jun 2013, "If the reason for the Flag has been resolved, but the transaction has not migrated through the Army's personnel data systems into GoArmyEd in order to remove the hold, the Soldier cannot upload a DA Form 268 to eFile to have the hold deferred by HQ ACES. Soldiers must work with their chain of command to ensure that the flag is removed within their source personnel data system." Although HQ ACES is not able to defer the hold based upon a DA Form 268 alone, if it has been more than 45 days the Soldier may upload a DA Form 268 for only the purpose of researching any possible data feed issue. Once this DA Form 268 is obtained, please upload it to the Helpdesk case and eFile and escalate to HQ ACES for research. The DA Form 268 should indicate the date of flag removal and must be a recently signed copy, (within the last 6 months), by the Soldier's commanding officer. If the Soldier's personnel record indicates that the Soldier's account has never been flagged, the commanding officer should indicate that the flag is erroneous in Section 11 of the DA 268. Due to the sensitivity and protection of your personal information, please ensure that all but the last four of your Social Security number have been removed. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>APFT/Weight Control hold per policy memo dated 11 Jun 2013</p>	<p>Close case: Dear _____, HQ ACES has reviewed your case. You currently have an APFT and Weight Control hold on your account. Effective immediately any Soldier, regardless of component, on an Army Physical Fitness Test and/or Army Weight Control Program Flag will be ineligible for federal tuition assistance and a Flag hold will be placed on the Soldier's GoArmyEd record, until the flag is removed from his or her record. You will need to work with your chain of command to ensure that the flag is removed within the source personnel data system. HQ ACES cannot remove or lift this hold from your account. If you need further assistance, contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>

Army Career Tracker (ACT)

ACT tracks Army Tuition Assistance courses; therefore Soldiers often times question why ACT does not match GoArmyEd. These are two different systems that operate independently from one another; therefore they will not always match. The website can be found at <https://actnow.army.mil/>.

ACT is a leadership development tool that will:

- Integrate training, education, and experiential learning into one personalized and easy to use interface
- Presents users with an intelligent search capability of multiple Army education and training resources

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- Provide users with a more efficient and effective way to monitor their career development
- Allow leaders to track and advise users on their personalized leadership development

Description	Response
Update GAE to reflect ACT	Close case: Dear ____, HQ ACES has reviewed your case. The Army Career Tracker Program operates independently from GoArmyEd; therefore they will not always contain the same information. GoArmyEd received its personnel information from ITAPDB. If there is information that is correct in GoArmyEd but incorrect in ACT, please contact the ACT Helpdesk at 800-981-3234 to determine how ACT gets its information. Your college is responsible for tracking your degree progress and reporting your graduation. GoArmyEd is only responsible for listing courses concerning Army Tuition Assistance. If you need further assistance, please contact your Army Education Center or the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

Civilian Education Code

The Civilian Education Level can be found under the “Education” tab and the “Army Personnel Record Update” link on the Student Record page. Updates to this information are reflected daily if changed in the Army’s Personnel System.

Civ Ed Code Mismatch Hold

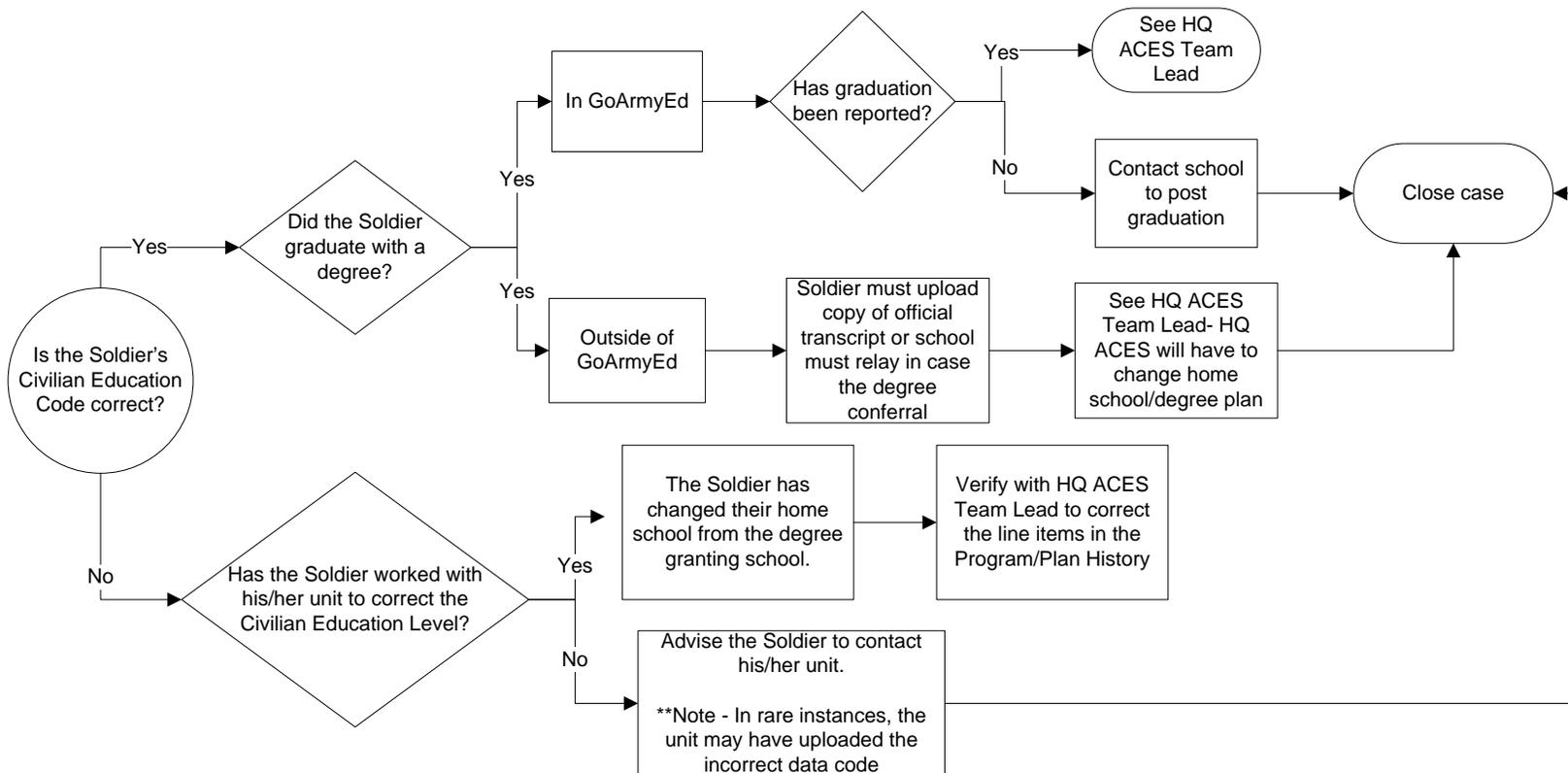
Business Policies:

- This hold is placed on a Soldier’s account when his/ her civilian education code does not match his/her current degree level. For example, when a Soldier’s Civilian Education Code does not reflect the appropriate Civ Ed Code recognized by GoArmyEd due to a change in the Soldier’s GoArmyEd record. Some examples of changes may include graduation reporting, degree or plan change.
- A Soldier may only pursue one degree-level above their current degree level up to a master’s degree. For example, if a Soldier has a Civ Ed Code of “K-Baccalaureate Degree,” then the Soldier may only pursue a graduate level degree or an approved certificate program in GoArmyEd.
- This hold cannot be deferred.

Use the following flow chart to resolve this hold.

Checklist:

- ✓ Soldier must have official transcripts uploaded to eFile--below



Description	Response
Civ Ed Code Mismatch hold: - Change home school/degree plan	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. --- School name --- has posted your graduation information to your GoArmyEd account. The Civ Ed Code Mismatch hold has been lifted from your account and replaced with a Degree Completed hold. HQ ACES requests that the Army Education Center assist the Soldier in changing to a master's degree plan. Once this change is completed, the degree completed hold will be lifted. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Civ Ed Code Mismatch hold: - Outside GoArmyEd Degree Completion ** HQ ACES only function	Close case: Dear ____, HQ ACES has reviewed your case. Your Program/Plan History has been updated to show your Home College as --- School name --- for a --- Degree ---. The Civ Ed Code Mismatch hold will be lifted within 24-48 hours. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Civ Ed Code Mismatch hold: - Outside GoArmyEd Degree Completion -Soldier needs to upload transcript showing undergraduate conferral	Close case: Dear ____, HQ ACES has reviewed your case. GoArmyEd is unable to track any courses taken outside of the GoArmyEd system. In order to make a determination regarding your current TA eligibility and to put you into the requested graduate program of study, HQ ACES is requesting that you please upload a copy of your official school transcript(s) for review. Once you've uploaded your transcript(s) to your eFile, please open a new GoArmyEd Helpdesk case for HQ ACES to further review. To protect your privacy, please ensure you have marked out all but the last four digits of your SSN on any document uploaded. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Civ Ed Code Mismatch-Active Duty: - Incorrect Civ Ed Code	Close case: Dear ____, HQ ACES has reviewed your case. Your GoArmyEd account currently shows your Civilian Education Level as " L-High School " with an effective date of --- MM/DD/YYYY ---. GoArmyEd Records are migrated directly from the Integrated Total Army Personnel Data Base (ITAPDB). To correct ITAPDB and your GoArmyEd record, you must contact your Unit Administrator/S1 to make the corrections. HQ ACES is unable to correct errors in ITAPDB. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Civ Ed Code Mismatch hold - National Guard: - Unit used incorrect Civ Ed Code **Sample case# 2928342	Close case: Dear ____, HQ ACES has reviewed your case. Your Civilian Education Level currently shows as "A-60 Semester hours (or More) of College Credit." You have attached a screenshot of your SIDPERS showing a Civilian Education Level of "R-4 Years of College Completed." Your unit has input the incorrect Civilian Education Code. In order for your Civilian Education Code to come across as a bachelor's Degree in GoArmyEd, you must have your SIDPERS record updated to reflect an "S," which will in turn convert to a "K-Baccalaureate degree" in GoArmyEd. You must contact your State SIDPERS and provide them with a copy of your transcripts showing completion of a bachelor's Degree. Once this is complete the State SIDPERS can submit a CEDL transaction and change your CIV_EDUC_LVL from "R" to "S." If you need further assistance, please contact your local Army Education Center, your State SIDPERS, or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

<p>Civ Ed Code Mismatch-Reserve: - Incorrect Civ Ed Code ** Sample case# 2680166</p>	<p>Close case: Dear _____, HQ ACES has reviewed your account and has sent an email to your unit to research this issue stating “CSR Holstege attached a copy of his RLAS Personnel Qualification Record to GoArmyEd case # 2522536. RLAS shows him as having 4 years of college and a baccalaureate Degree. HQ ACES compared that information to what is showing in TAPDB-R. TAPDB-R currently shows him as having 4 years of college and a high school diploma. GoArmyEd data is fed from ITAPDB and ITAPDB is fed from TAPDB-R. This is not the only issue we are seeing with data feeds from RLAS to TAPDB-R. HQ ACES recommends the unit research to see if there are any issues on their end as to why RLAS data is not feeding into TAPDB-R correctly. When that issue is resolved, the Civ Ed Code hold will be lifted on the Soldier's account.” You will need to check your GoArmyEd account periodically for any updates. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Civ Ed Code Mismatch hold : Soldier states S1 has updated personnel record</p>	<p>Close case: Dear _____, HQ ACES has reviewed this case. GoArmyEd relies solely on the Integrated Total Army Database (ITAPDB) information that is uploaded to our system on a daily basis. After further investigation, HQ ACES is requesting for the Soldier to please contact his or her S1 to ensure all information is correctly being entered into the Soldier's personnel record. Instances have been identified where the individual who is updating the personnel record is not completing the second screen. All of the systems (eMILPO, SIDPERS and RLAS) have two screens for updating education level, one screen is used to update the degree and the other screen is used to enter the year of award. The systems will allow the update with only the first screen being completed and it will appear that the record has been updated. However, when the data flows to TAPDB-AE, TPADB-AO, TAPDB-G or TAPDB-R the TAPDB system will not accept the update and the change never gets to ITAPDB and then GoArmyEd. Once the Soldier has confirmed with the S1 that both screens have been updated and if the Soldier's Civ Ed Code has not updated, please open a new GoArmyEd Helpdesk case attaching a screenshot where both screens have been updated. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Civ Ed Code Masters Hold

ALARACT 052/2015 Tuition Assistance Guidance, Dated Mar 2015

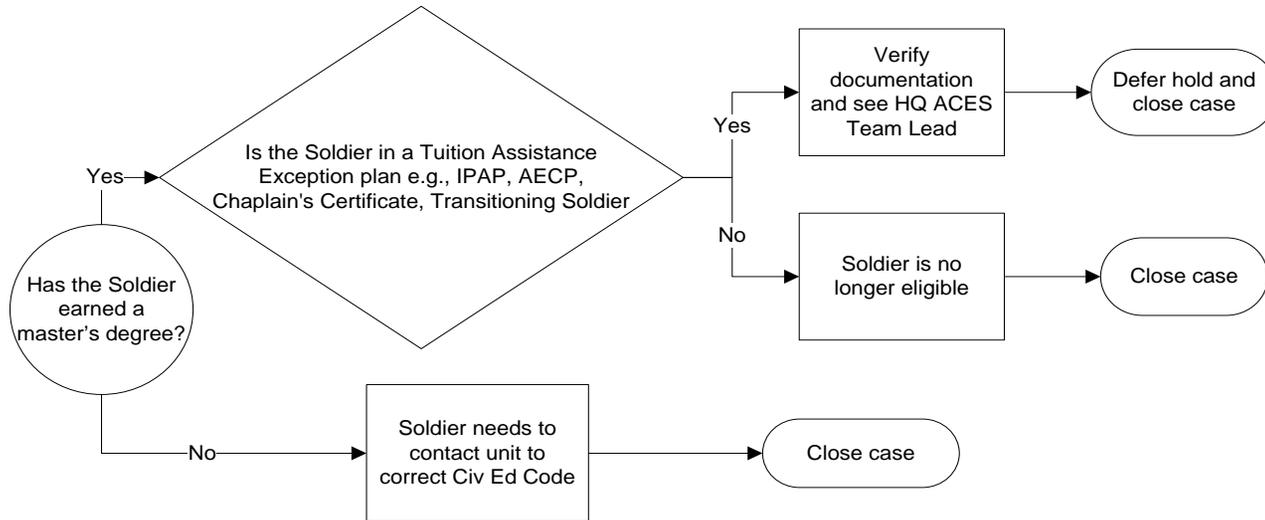
Business Policies:

- This hold is placed on a Soldier’s account when the civilian Education Code reflects “N-Master’s Degree.”
- This hold cannot be deferred except when pursuing an approved program.

Use the following flow chart to resolve this hold.

Checklist:

- ✓ Soldier must provide verification documents for Tuition Assistance Exception programs, e.g., IPAP, AECF, Chaplain Certification, Transitioning Soldier.



Description	Response
Soldier has master's Degree: TA-Ineligible	Close case: Dear ____, HQ ACES has reviewed your case. According to your Army Personnel Record, your current Civilian Education Level is "N-Master's Degree." This makes you ineligible to receive Army Tuition Assistance as stated in Semester Hour Limits on Tuition Assistance Memo dated 26 Jun 2012. You can contact your Army Education Center or school to seek alternative tuition assistance benefits. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

For TA-exception program responses, please see the appropriate sections in this guide

Civilian Integration

Fact Sheet: HQ DA G-3/5/7 Civilian Training and Leader Development, dated 10 Jan 2013

Army Civilians joined 400,000 Active, Guard, and Reserve Duty Soldiers, who already used GoArmyEd, to process Army Civilian training applications and registration requests for all G-3/5/7 centrally funded and Command-funded training and professional development courses that started on or after 1 Oct 2013.

Army Civilians use GoArmyEd to:

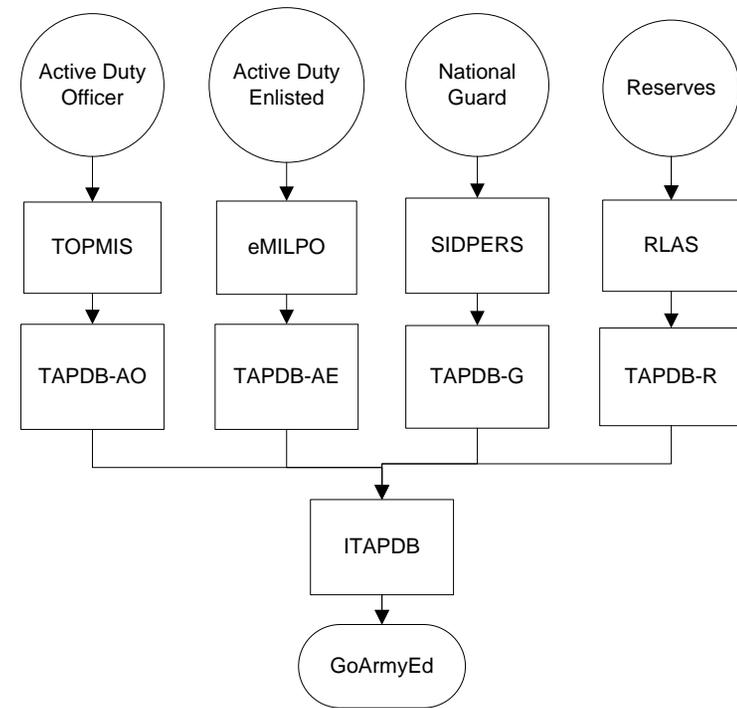
- Submit streamlined and standardized electronic training applications
- Submit online SF 182 Authorization, Agreement and Certification of Training requests for Supervisor and Training Manager or Career Program Manager approvals
- Manage course registrations, drops, and withdrawals online
- Access electronic Student Records which includes previously captured GoArmyEd military and Civilian education histories, and official grades
- Access toll-free GoArmyEd Helpdesk, 12 hours a day, 5 days a week and create online case requests for both navigational and professional development advice and support
- Receive automated email course information, registration confirmations, cancellations, and alerts

Description	Response
When did the civilian integration take place?	Close case: Dear ____, HQ ACES has reviewed your case. GoArmyEd was the virtual gateway for all eligible Active Duty, National Guard and Army Reserve Soldiers to request Tuition Assistance. GoArmyEd became available for Army Civilians upon the release of GoArmyEd 8.0 in Fall 2013. Once the integration took place, you are now able to use GoArmyEd's system for Civilian education, training, and leader development events. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Will the Course Planner affect DA Civilian accounts?	Close case: Dear ____, HQ ACES has reviewed your case. The new GoArmyEd Course Planner will in no way affect a Civilian account. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Army Civilian Inquiry	Escalate to HQDA G 3/5/7: Dear ____, HQ ACES has reviewed this case. We are escalating your case to the HQDA G-3/5/7. HQ ACES respectfully request assistance regarding this Army Civilian inquiry. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Component Personnel System Feeds

GoArmyEd data is received from the following component personnel system feed:

- **Active Duty Officer** Information is fed from the Total Army Personnel Database - Active Officer (TAPDB-AO), which is fed from the Total Officer Personnel Management Information System (TOPMIS)
- **Active Duty Enlisted** information is fed from the Total Army Personnel Database - Active Enlisted (TAPDB-AE), which is fed from the Electronic Military Personnel Office (eMILPO)
- **National Guard** information is fed from the Total Army Personnel Database-Guard (TAPDB-G), which is fed from the Standard Installation/Division Personnel System(SIDPERS)
- **Reservist** information is fed from Total Army Personnel Database-Reserve (TAPDB-R), which is fed from the Regional Level Application Software (RLAS)



****Note-** If it is confirmed that the unit has done all they can and the Soldier has provided documentation, then see the Team Lead (for research purposes only) for any data feed issues.

Course Enrollment Override

Army Continuing Education System Granting a Course Enrollment Override, Version 5, Dated 21 Jun 2010

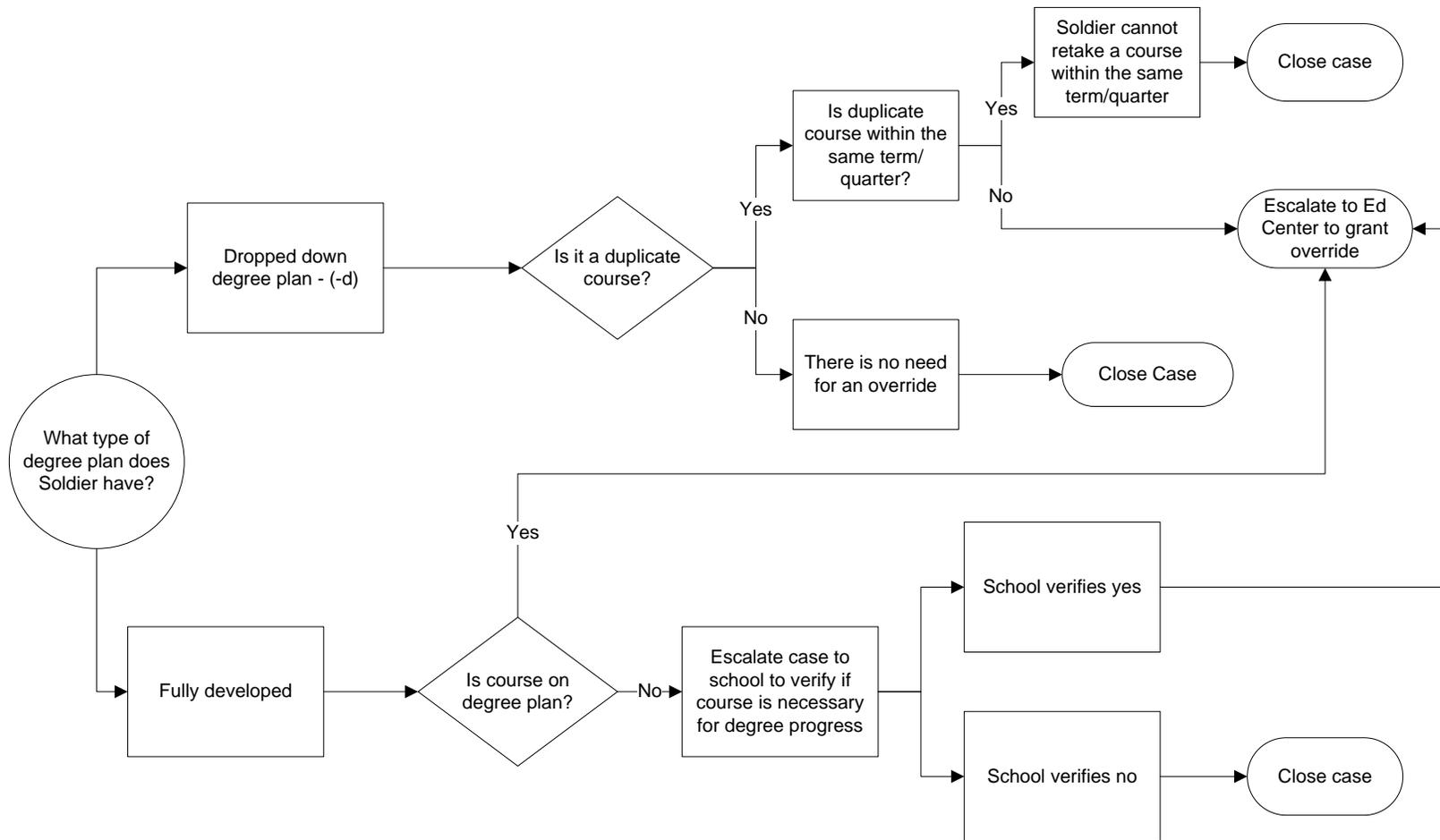
Business Policies:

- Review the Soldier's SA or documented degree plan to ensure that the requested course is required for degree completion.
- Before a counselor processes a course enrollment override, the Soldier's college should validate that it will accept the course credit toward the Soldier's degree. That information should be noted in the Soldier's Student Record in the Helpdesk case requesting the course enrollment override, in the Communications Tracking Summary (CTS) as an advising note, or a signed memo from the school stating the course will advance the Soldier toward degree completion.
- Granting a course enrollment override enables an Army Education Counselor to override the automated portal checks that prevent a Soldier from enrolling in a course that is:
 - Not on the Soldier's documented degree plan and does not advance the Soldier toward their degree
 - The Soldier took the course previously
 - In some cases, a Soldier may be able to demonstrate that a course will advance him or her toward the approved degree plan. In these instances, granting of a course enrollment override is left to the discretion of the Army Education Counselor.
 - The override is processed instantly and the Soldier can proceed with his or her enrollment through the GoArmyEd homepage.
 - The override is only valid for a specific term.

Use the following flow chart to determine if a course enrollment override is needed.

Checklist:

- ✓ Soldier has not reached semester hour limit
- ✓ Soldier does not have any current holds
- ✓ Make certain course is on degree plan



Description	Response
Soldier needs course enrollment override	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Ed Center. Please assist this Soldier with a course enrollment override for course --- Course title ---with start date of --- MM/DD/YYYY ---. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>Course not on Fully developed degree plan</p>	<p>Escalate to school: Dear ____, HQ ACES has reviewed your case and is escalating it to your school. ---Soldier--- is currently enrolled in ---Degree Plan---. HQ ACES has verified that ---Course Title--- is not listed on the degree plan. Please verify if ---Course Title--- is required for the Soldier's degree plan. Once this is verified, please escalate this case to HQ ACES for further review. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Soldier-Funded to TA-Funded request - LOI fully developed Degree Plan, pre-requisite course, override needed but not granted at time of enrollment</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Tuition Assistance was requested for course ---Course Title--- with start date of ---MM/DD/YYYY--- on ---Date TA Requested---. Since you are currently enrolled in a fully developed degree plan you must request TA for those specific courses. If you request a course that is not on your degree plan it will automatically be Soldier funded. In the future if your school approves a course that is not on your degree plan but is a prerequisite or requirement, you must provide a signed memo from your school indicating the course is a graduation requirement. Then contact your Army Education Counselor for assistance with a course override PRIOR to your course start date. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Course not on degree plan</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has verified that ---Course Title--- is not listed on your degree plan. You must upload a current degree plan to your GoArmyEd eFile or provide a signed memo from your school stating this course is necessary for your degree completion. Once you obtain and upload the necessary documentation, you will need to open another GoArmyEd Helpdesk case. Note that all TA requests must be submitted and approved PRIOR to the course start date or the Soldier will be responsible for the entire course cost; no exceptions will be made. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Course Failure Hold

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

This hold is placed on a Soldier's GoArmyEd account if the Soldier receives a grade of "D" or "F" for an undergraduate course or a "C," "D" or "F" for a graduate course.

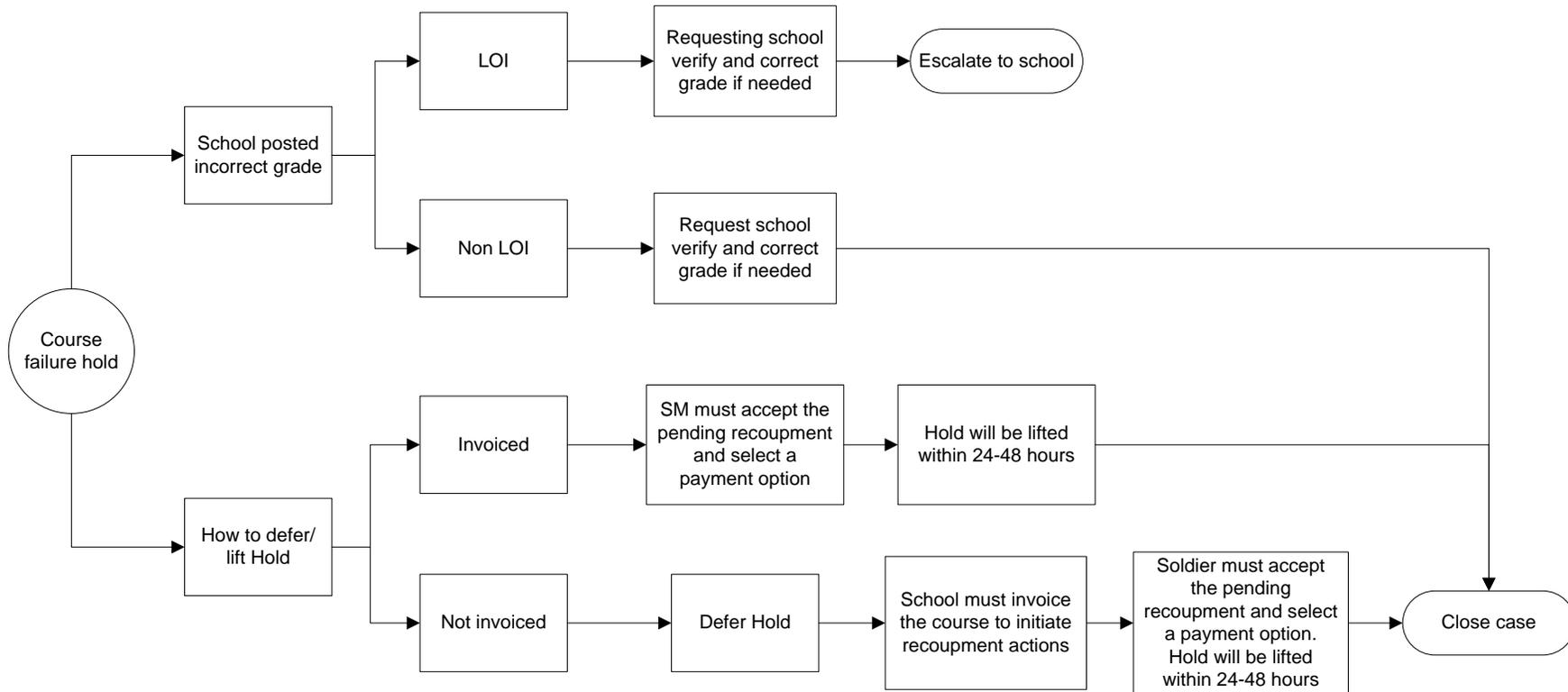
Business Policies:

- To consistently enforce Tuition Assistance (TA) policies across the Army, a hold is placed automatically on a Soldier's record when a TA policy is violated. It is removed automatically when the violation is resolved.
- Army Education Counselors can defer most holds to a future date for up to 90 days. The hold will be reapplied unless the root cause has been resolved. If the root cause is resolved, the hold will automatically be removed.
- Temporarily deferring a hold automatically suspends the hold until a specified reapply date. The hold will be reapplied if the root cause of the hold has not been resolved.
- The placement and removal of holds will occur within 24 hours (ET). The removal of ACES Requested holds (ACR) and HQ ACES holds are real-time.
- At their discretion, Army Education Counselors can defer certain holds temporarily, but it should be considered an exception process. The standard process and expectation are that, **before** Soldiers can enroll in their next TA-funded course, they must resolve the root cause of the issue that triggered the hold.

Use the following flow chart to resolve this hold.

Checklist:

- ✓ Soldier must provide verification for grade



Description	Response
Course Failure hold – LOI school: incorrect grade	Escalate to school: Dear ____, HQ ACES has reviewed your case and is escalating it to your school. A grade of “F” has been posted to --- Course Title --- with start date of --- MM/DD/YYYY ---. If this grade has been posted erroneously, please post the correct grade. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>Course Failure hold – Non-LOI school: incorrect grade</p>	<p>Return for more info: Dear ____, HQ ACES has reviewed this case and is requesting more information. The grade of “F” is currently shown for ---Course Title--- with start date of ---MM/DD/YYYY---. You state that this grade is incorrect. HQ ACES is requesting that you upload documentation verifying the correct grade for this course. Note that this case will close automatically in 30 days if no action is taken. Please upload the documentation and respond to this information request promptly. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Course Failure hold-Not Invoiced</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. HQ ACES has confirmed the Soldier is on hold due to a failing grade for ---Course Title---. The hold is currently deferred until ---MM/DD/YYYY--- allowing the Soldier to register for future courses. The hold will remain on the Soldier's account until the school invoices the Army for the course and/ or the recoupment is initiated. The school has not billed for ---Course Title--- and will need to bill for this course in order to initiate the recoupment. If the school does not wish to bill for the course, the course will still need to be submitted on a GoArmyEd Invoice with the reduction reason “Drop Withdrawal No Cost” or “Never Enrolled No Cost.” The Soldier should contact the School POC and ask that the school invoice for the course either for a dollar amount or for zero dollars. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Course Failure hold - Invoiced</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. In order to remove the hold on your account, you must accept the pending recoupment for ---Course Title---. Once you accept the recoupment the hold will be lifted within 24 hours and you will be eligible to request TA. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Course Planner

Course Planner Process Overview Slides, dated 17 Feb 2014

Course Planner FAQs from DCOs and Schools, dated 30 Mar 2014

Business Policies:

Effective 29 Mar 2014 upon GoArmyEd Release 8.2, a Course Planner is required for all Soldiers at Non-LOI Schools and LOI Schools with Drop-down Degree Plans and Other Degree Plans to list courses they plan to take that will advance them toward their degree as identified in their Student Agreement or Documented Degree Plan. This is a requirement prior to the end of the sixth semester hour taken at their home school, or before completing nine semester hours at multiple schools.

- A course is a general unit of study indicating the course of study, catalog number and credit weight. (Ex- ENG 101; 3 credits)
- A class is the sub unit of a course that lists the specific offering of a course. (Ex- ENG 101; 1/1/2014- 5/1/2014; classroom; 0900 MWF)

Description	Response
Course Planner	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center for assistance with completing your Course Planner. Before you are eligible to request tuition assistance, you will need to complete and submit a Course Planner for approval. You will find instructions on completing the Course Planner located in the Course Planner Smart Link from your homepage. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Course Planner- Non-LOI schools uploading courses	Close Case: Dear ____, HQ ACES has reviewed your case. A school may gain functionality to upload course batches by the school submitting a GoArmyEd Customer Relationship Management Helpdesk case to HQ ACES requesting access. Once the request is completed, follow the instructions provided in the GoArmyEd Reference Documents queue titled "How to Upload Courses or Classes using the File Upload Process". If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Course Planner- LOI school- drop down degree plan	Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance with submitting/approving your Course Planner. Although you attend an LOI school, you are currently in a drop down degree plan and therefore will be required to complete the Course Planner. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Course Planner- Student Agreement requirement	Close Case: Dear ____, HQ ACES has reviewed this case. Before a Soldier has completed six semester hours at the Soldier's home school or nine semester hours at multiple schools, the Soldier will need to work with their school so that your Student Agreement/Course Planner is uploaded into the GoArmyEd system. A Soldier's Student Agreement/Documented Degree Plan should match the degree listed on the Soldier's Course Planner. The Course Planner could be rejected or left pending while the Soldier submits a Customer Relationship Management Helpdesk case or contacts his or her Education Center and requests a Degree Plan update. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Degree Completed Hold

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

Business Policies:

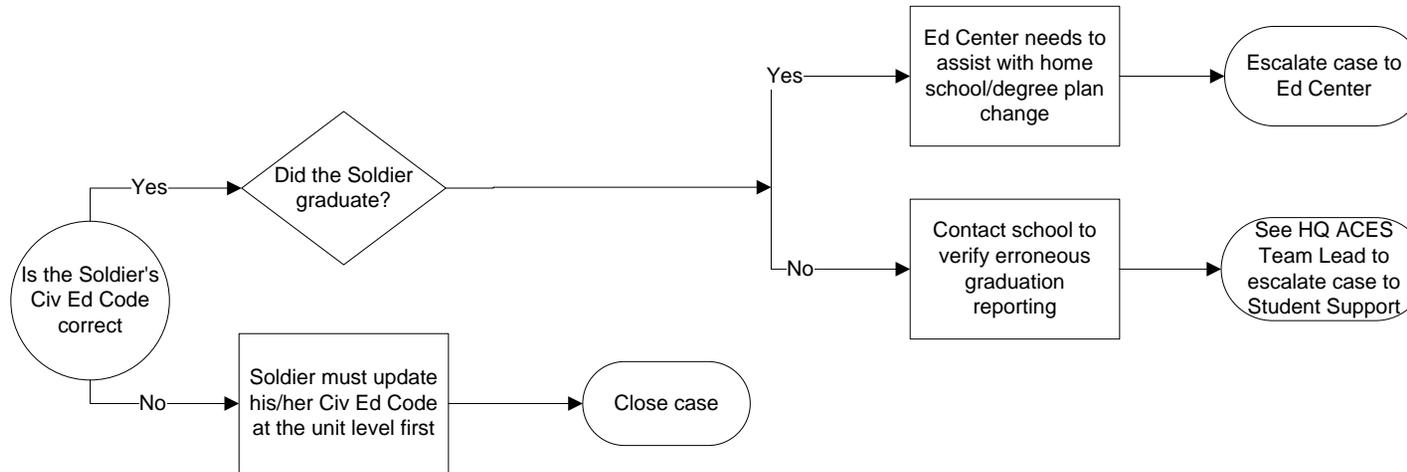
This hold is placed on a Soldier's account when the school reports degree completion or if degree completion was reported erroneously by the school in the Soldier's Program/Plan History.

- To consistently enforce Tuition Assistance (TA) policies across the Army, a hold is placed automatically on a Soldier's record when a Soldier's account becomes ineligible for TA or TA policy is violated. The hold is removed automatically when the violation is resolved.
- Army Education Counselors can defer most holds to a future date for up to 90 days. The hold will be reapplied unless the root cause has been resolved. If the root cause is resolved, the hold will automatically be removed.
- Temporarily deferring a hold automatically suspends the hold until a specified reapply date. If the root cause of the hold is not resolved then the hold will be reapplied once the deferment date is reached.
- The placement and removal of holds will occur within 24 hours (EST). The lifting of ACES requested holds (ACR) and HQ ACES holds occurs in real-time.
- Deferring a hold should be reserved for emergencies or as an exception. The standard process and expectation is that, **before** Soldiers can enroll in their next TA-funded course, they must resolve the root cause of the issue that triggered the hold.

Use the following flow chart to resolve this hold.

Checklist:

- ✓ Soldier must have official transcripts uploaded to eFile



Description	Response
Degree Completed -undergraduate changing to a graduate degree	Escalate to Ed Center: Dear ____, HQ ACES is escalating your case to your local Army Education Center. You have completed your ---degree--- . In order to remain eligible for Army Tuition Assistance your account must reflect that you are pursuing a higher level degree or an approved certificate program. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Degree Completed -Graduation Reported Erroneously by school	Escalate to Student Support: Dear ____, HQ ACES is escalating your case to student support for assistance with updating your program plan history. According to ---School--- , the completion of your ---degree--- was entered erroneously. HQ ACES is respectfully requesting that the conferral be removed. We appreciate your patience while this process takes place and the hold is lifted. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Table of Contents is hyperlinked to each page of the document.

PLEASE DO NOT PRINT THIS DOCUMENT.

Degree Progress

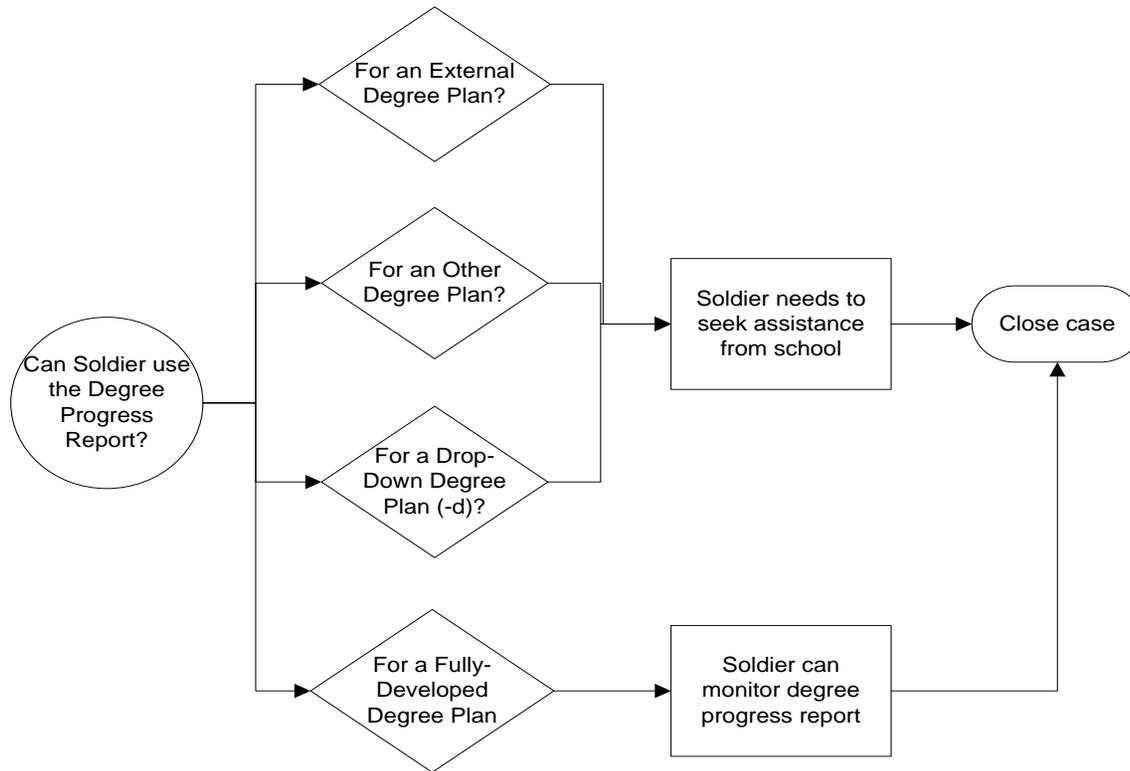
Information found at www.GoArmyEd.com>Login>Retrieve/Enroll Student>Student Record>Student Agreement/Degree Progress Reports
Soldier Quick Start Training - Using the Auto Advisor Tool, Version 9, dated June 2014

Business Policies

- Use the Auto Advisor tool to access recommendations for courses required by your degree plan and to quickly enroll in one or more of those courses without searching the GoArmyEd Course Schedule.
- **Caution:** If you have transfer credits that have not yet been evaluated by your home school, check with your school before enrolling in a course recommended by the Auto Advisor. Your school can confirm that the course is not one that you already have completed.
- Auto Advisor is not available to Soldiers enrolled in an “External Degree Plan,” “Other Degree Plan,” or a degree labeled with a “-d” in the Schools and Programs section of GoArmyEd. That is because Auto Advisor uses data from degrees that are fully set up in GoArmyEd to make its recommendations.

Degree Progress Report

Use the following flow chart to determine if a Soldier can use the Degree Progress Report.



Description	Response
LOI Fully-developed degree plan completion inquiry	Close case: Dear ____, HQ ACES has reviewed your case. On the home page of your GoArmyEd account, you have a link to access your Degree Progress Report. The Degree Progress Report is an electronic listing of the academic requirements needed to complete a degree offered through GoArmyEd. The Degree Progress Report assists in identifying any academic work and experience that may be accepted in a college that lists its degree plans and courses in GoArmyEd. The Degree Progress Report helps Soldiers identify requirements they have or have not yet met. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

<p>Degree progress not shown on GoArmyEd - Courses taken outside of GoArmyEd</p>	<p>Close case: Dear _____, HQ ACES has reviewed your case. GoArmyEd only lists courses enrolled through GoArmyEd. The -- # Semester Hours--- college credit hours you were awarded will be reported on your school's Official Transcript. Your college is responsible for tracking your degree progress and reporting your graduation. GoArmyEd is only responsible for listing courses concerning Army Tuition Assistance. If you need further assistance, please contact your Army Education Center or the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Degree Progress Indicator Bar is incorrect</p>	<p>Close case: Dear _____, HQ ACES has reviewed this case. The Degree Progress Indicator Bar is system generated and does not have any impact on your actual degree progression with your school. HQ ACES recommends that you continue to work with your academic advisor at your school in regards to your course progression towards your plan of study. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Department of Defense (DoD) Voluntary Education Partnership Memorandum of Understanding

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014
 Information found at <http://dodmou.com>

- The DoD MOU document is effective for five (5) years. The effective date will be the date the authorized DoD official signs the MOU. At that time, the official signing process will be completed. If an institution cannot enter into a five year term, DoD will work with the institution to establish an agreeable term, following a request with an alternative term when the institution is applying for verification of eligibility.
- The HQ ACES Programs and Services Team can assist with DoD MOU inquiries.

Suspended Schools- due to DoD MOU

Description	Response
School Suspension lifted	Close case: Dear _____, Your school's suspension has been lifted and their account is active in the GoArmyEd portal. This school has now signed the DoD MOU. Please follow your normal TA request procedures. If you need further assistance please contact your education center or call the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
School Suspended- Soldier inquiry	Close case: Dear _____, HQ ACES has reviewed this case. In accordance with the Department of Defense Instruction 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014, schools that have not signed the DoD MOU by 5 Sept 2014 are no longer eligible to receive new Tuition Assistance funds from the Department of Defense. School accounts will be deactivated in GoArmyEd and Soldiers will no longer be able to select them when requesting Tuition Assistance. Suspended schools are still able to post grades and invoice the Army for payment in order to close out all pending transactions. If a school decides to sign the DoD MOU after being suspended in GoArmyEd, the school's account will be reactivated when the information is received from the www.dodmou.com website. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
DoD MOU info for school in GoArmyEd	Close case: Dear _____, HQ ACES has reviewed this case. In accordance with the Department of Defense Instruction 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014, schools that have not signed the DoD MOU are not eligible to receive Tuition Assistance funds from the Department of Defense. Your school must sign the DoD MOU before they can be admitted to the GoArmyEd portal. Once your school appears on the www.dodmou.com website as a participating institution, you or the school may create a new GoArmyEd Helpdesk case, asking for the school to be added to GoArmyEd. Please monitor their status through the DoD website and the school's offices. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Suspended School signed DoD MOU under new OPEID Code	Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case and is escalating the case to your Army Education Center for assistance with selecting your new home school as the --School Name-(School Code)-- . The school has signed the current DoD MOU under a new OPEID code; the previous listing of the school has NOT been reactivated and is listed in GoArmyEd as "suspended." The home school will have to be changed to the "active" listing in GoArmyEd. In addition, please note if the Soldier has already submitted a Course Planner under the previous school listing, the Soldier will have to update the current Course Planner to reflect the --School Name-(School Code)-- listing. Unfortunately there was no work around to avoid affected Soldiers having to resubmit their Course Planners under the "active" school listing. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Education Center Mapping

Found on GoArmyEd homepage under “ACES Resources.”

Business Policies:

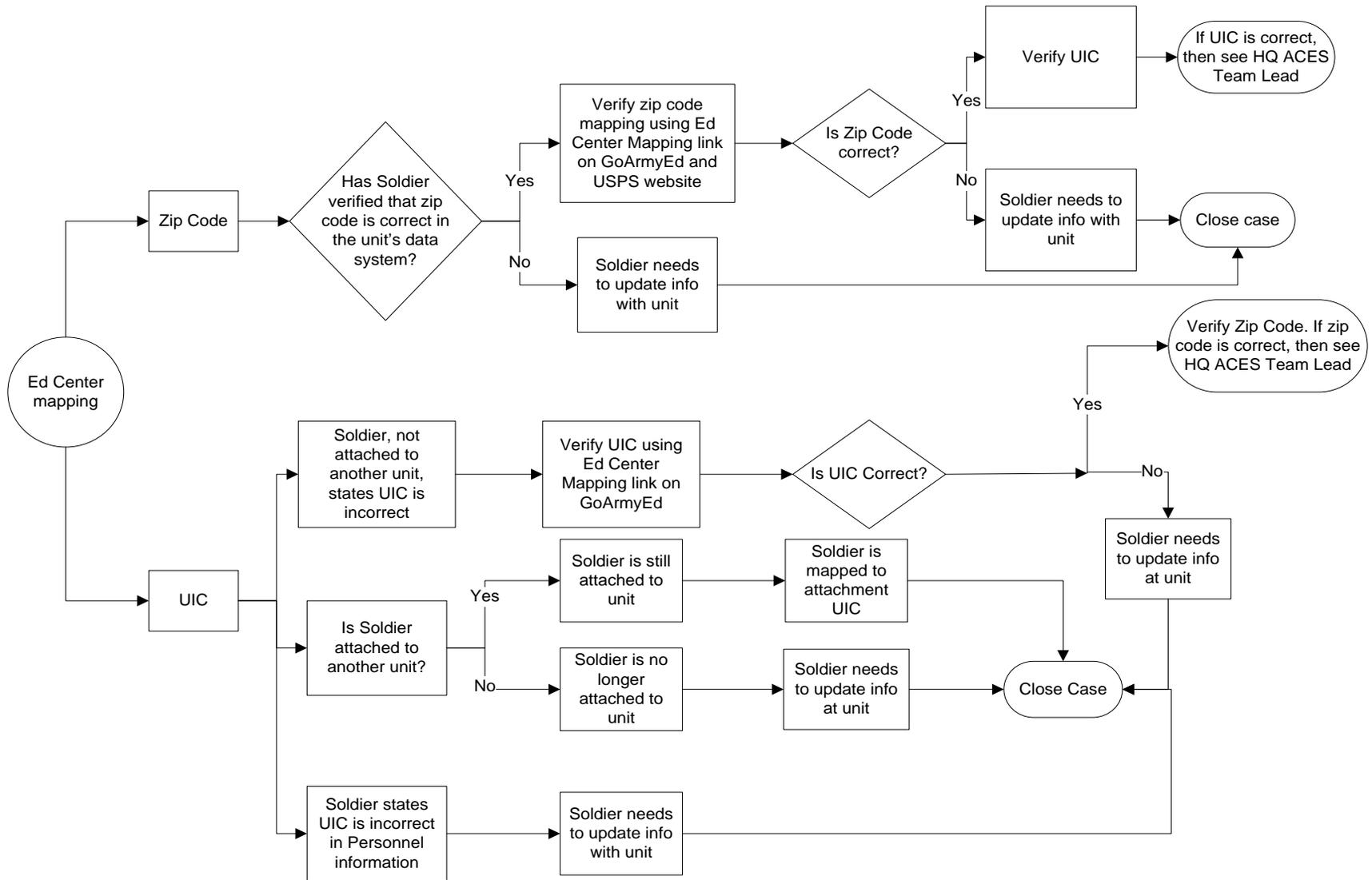
- Education Center Mapping is determined by the following:
 - Assignment Information Zip Code
 - TA Funding Status (Component)

- Use the “Education Center Mapping” link to verify the Soldier’s Zip Code and UIC Exception Mapping location. For example, Zip Code 00501 should map to Fort Hamilton Education Center.
- The Soldier’s “TA Funding Status” also designates the Soldier’s servicing education center. For example a National Guard Soldier will be mapped to a National Guard Education Center. If a National Guard or Reserve Soldier is currently on Active Duty status, then the Soldier will be mapped to an Active Duty Education Center. To determine the Soldier’s TA eligibility for Active, Reserve or Guard TA, please use the Supplemental Specification: *TA Eligibility Matrix*, Version 2.4, dated 13 Jun 2012

Use the following flow chart to resolve an Ed Center mapping issue.

Checklist:

- ✓ Soldier has verified Assignment Information is correct at his/her unit



Description	Response
<p>Incorrect Ed Center: - Soldier is attached to unit and Ed Center is mapped based upon attachment unit's zip code</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Your personnel records in GoArmyEd are migrated directly from the Integrated Total Army Personnel Data Base (ITAPDB). Your information shows that you are attached to a unit with a zip code of ---Zip Code--- which is mapped to ---City---. Soldiers are assigned to Ed Centers based upon their assigned duty station and/or attachment. If you are no longer attached to a unit in ---City/Military Installation---, please contact your Unit S1 in order to update your ITAPDB records. In addition, you may contact any Army Education Center if you require assistance with requesting Tuition Assistance while your records are being updated. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Incorrect Ed Center: -Soldier needs to verify assignment info</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Education Centers in GoArmyEd records are migrated directly from the Integrated Total Army Personnel Data Base (ITAPDB). Verify that your assignment information is correct in your personnel information on GoArmyEd. According to ITAPDB record your assignment information is based off of zip code ---00000--- listed in your Assignment Information on GoArmyEd. This zip code is mapped to the ---Education Center---. If it is incorrect, have your S1 correct this information to change your Army Education center to ---Education Center---. HQ ACES will research this Education Center Mapping issue further, but this may take several weeks. You can visit any Army Education Center for assistance until this issue is resolved. If you need further assistance, please contact your local Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Deployed - No Ed Center Soldier has Base Role</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Although you are deployed, you can still take college courses. You are currently assigned to the ---Education Center--- based off of your unit's assignment information. You will have to complete the Tuition Assistance Wizard in order to make your GoArmyEd account TA eligible. I have attached a General Information Guide for the Tuition Assistance Account Request Wizard. In order for you to take courses while you are deployed and without an Army Education Center, you will need to select a college that offers online courses. Please ensure that you will have access to technology necessary to scan and upload documents into your GoArmyEd eFile, as well as email capabilities for correspondence with your school and Army Education Center throughout your deployment. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>

eFile

GoArmyEd Quick Start Training Using eFile, Version 12, dated Jan 2015

Army Continuing Education System (ACES) Working with a Soldier's eFile, Version 12, dated 28 Mar 2014

Business Policies:

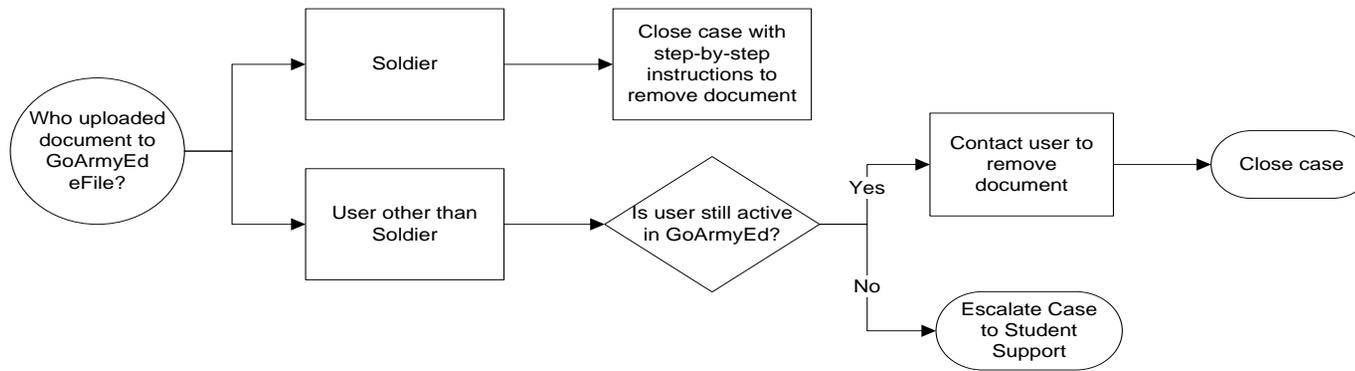
- Soldiers are expected to scan the paper Student Agreement (SA) or documented degree plan and upload it to their GoArmyEd eFile unless they attend a LOI school in a fully developed degree plan.
- Only the user who uploads a document can edit, update or delete the document in eFile; therefore, DO NOT upload a document with the Soldier's full SSN.
- Effective 4 Mar 2015, a document history is maintained for a limited period; a yellow triangle with an exclamation mark indicates the document will expire.
- Once a document in eFile is expired, it will no longer be available to view or download.
- There is no limit on the number of documents that can be uploaded.

eFile document found in the wrong Soldier's account

Use the following flow chart to remove an incorrect document from eFile.

Checklist:

- ✓ Verify the document does not belong to the Soldier
- ✓ Verify if there is another Soldier with the same last name and last 4 of SSN. (The document may have been uploaded to the incorrect Soldier's account.)



Description	Response
<p>Incorrect Soldier’s Student Agreement/Degree Plan in another Soldier’s eFile</p> <p>-Person other an Soldier uploaded/approved in Soldier's Record</p>	<p>Contact person who uploaded the document: Dear ____, HQ ACES has reviewed the GoArmyEd account of --- Soldier (Last 4) ---. HQ ACES has verified that “---Name of Document---” created by ---User who uploaded document--- and uploaded on ---MM/DD/YYYY ---Time--- to his/her eFile does not belong on the Soldier’s GoArmyEd account. HQ ACES has contacted the user who uploaded the document and confirmed that s/he has deleted the incorrect document. Please upload a copy of the Soldier’s active Documented Degree Plan into the eFile. Use the label “Course Planner Student Agreement / Documented Degree Plan” in the eFile when uploading this document. This action will trigger GoArmyEd to request approval of the new Documented Degree Plan. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Document uploaded to incorrect Soldier account</p> <p>- User cannot remove document</p>	<p>Escalate to Student Support: Dear ____, HQ ACES has reviewed your GoArmyEd account and verified that “---Name of Document---” created by ---User who uploaded document--- and uploaded on ---MM/DD/YYYY ---Time--- to your eFile does not belong on your GoArmyEd account. It was erroneously uploaded to the wrong GoArmyEd account. HQ ACES is escalating this case to Student Support for assistance. HQ ACES requests that Student Support remove the “---Name of Document---” document from ---Soldier--- GoArmyEd eFile. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Soldier has a document with PII uploaded in Helpdesk case or eFile</p> <p>- User cannot remove document</p>	<p>Add note to existing Helpdesk case: Dear ____, HQ ACES has reviewed this case and noted that a document containing your full SSN has been uploaded into --Helpdesk case or eFile-. In order to protect your privacy, HQ ACES has redacted the document with your full SSN and uploaded it to your eFile. Please note the original document containing the full SSN will be removed from GoArmyEd. Thank you, HQ ACES</p>

Exception to Policy

After-the-Fact Tuition Assistance Exception to Policy (ETP), dated 1 Jul 2013

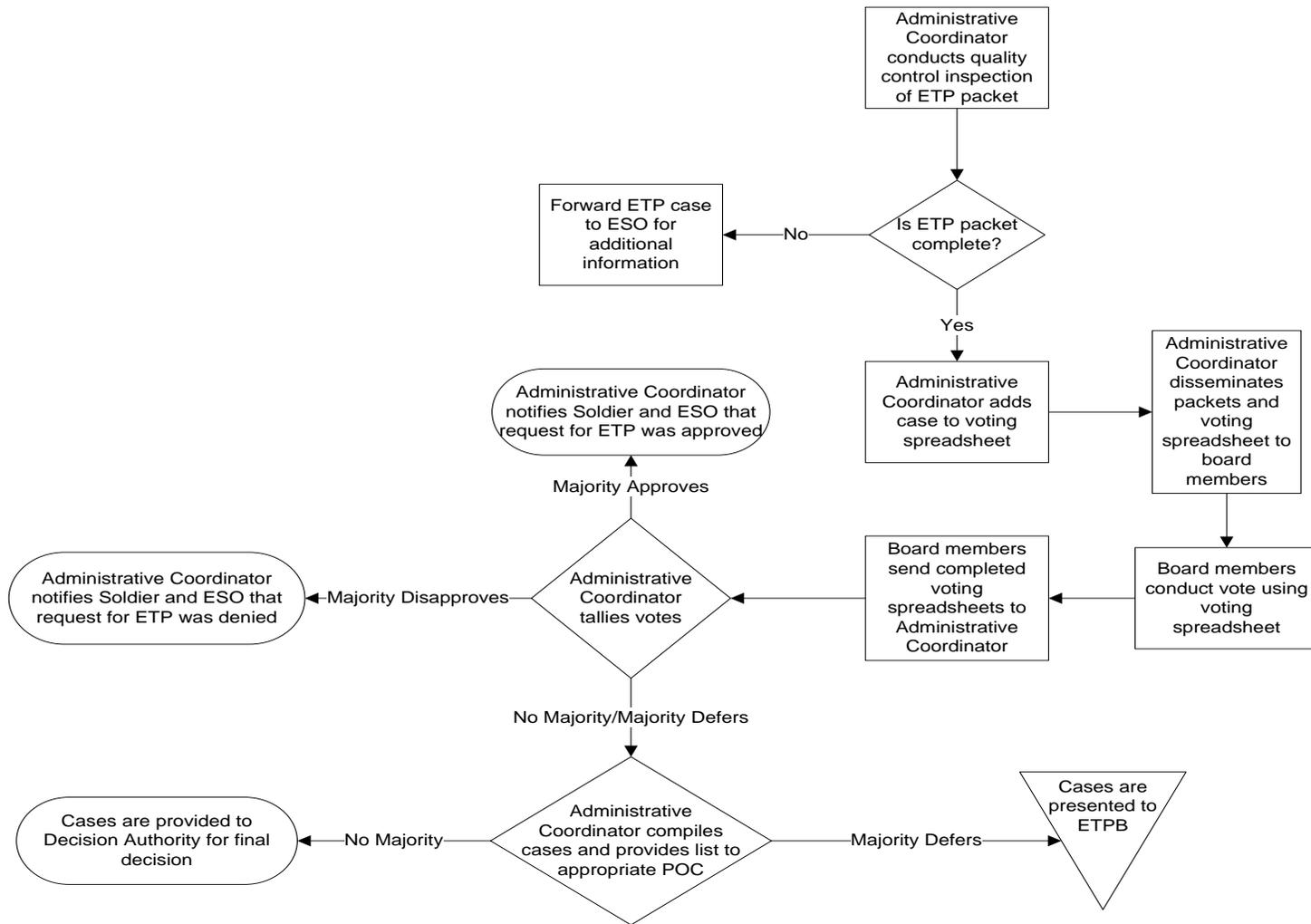
AR 621-5 “Army Continuing Education System”, *Rapid Action Revision* dated 6 Sept 2009

Business Policies:

- There are only two categories of valid ETP cases.
 - GoArmyEd system error
 - Army Education Personnel error

- ETP cases must be submitted through the GoArmyEd Customer Relationship Management Helpdesk process by the ESO as case type ETP.
- All requests for ETP must be submitted with the completed required ETP packet; no exceptions.
- All requests for ETP must be submitted within one year of the course start date.

Use the following flow chart to resolve this issue.



Description	Response
Not an ETP	Close case: Dear __, HQ ACES has reviewed this case. Your request for after-the-fact tuition assistance (TA) does not meet the criteria for an Exception to Policy (ETP) as laid out in the ETP Policy dated 1 Jul 2013. In order for an ETP to be considered, the case must clearly demonstrate either a GoArmyEd system error or Army Education personnel error. Section __ of the ETP policy states ____. If eligible, you may wish to consider using alternate funding sources for your course(s). If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Combine Helpdesk cases for ETP	Close case: Dear __, HQ ACES has reviewed this case. There are multiple Helpdesk cases for your ETP case. In an effort to consolidate your ETP request, HQ ACES is closing Helpdesk case #s __, __, and __; the information within these Helpdesk cases will be consolidated in Helpdesk # __. Thank you for your patience as HQ ACES continues to review your case for resolution. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
ETP request greater than 1 year	Close case: Dear __, HQ ACES has reviewed this case. Your request for after-the-fact tuition assistance for course/course start date is denied. All Exception to Policy (ETP) requests must be submitted within one year from the start date of the course. ETP requests submitted with class start dates beyond one year will not be considered. It is a Soldier's responsibility to request TA through GoArmyEd in sufficient time to process and approve TA before the course start date or end of the institution's late registration period. A Soldier can enroll in courses up to 60 days prior to the course start date. For future reference, consult with an Army Education Counselor as soon as possible if you have any questions or issues. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
ETP reconsideration	Close case: Dear __, HQ ACES has reviewed this case. For a previous ETP board decision to be reconsidered, new documentation or evidence must be submitted which indicates a GoArmyEd system or an Army Education personnel error. This case does not meet these criteria and therefore will not be reconsidered by the ETP Board. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
ETP request missing packet	Escalate to Ed Center: Dear __, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance. A new ETP Policy is now in effect. It is attached. If your ESO feels this case falls within the new ETP policy guidelines, this case can be resubmitted as laid out in the policy with all courses in one GoArmyEd Helpdesk case. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Expiration Term of Service (ETS) date

AR 621-5, dated 11 Jul 2006

Business Policies:

- An ETS date is Expiration of Term of Service. It is the date that a Soldier has completed the "active" portion of their current contract (Regular Army, Reserves, or National Guard).
- A Soldier's ETS date can be found in the Soldier's GoArmyEd Student Record under the "Soldier Personnel" tab. It is labeled as "Date of Separation -or- Mobilization End Date."

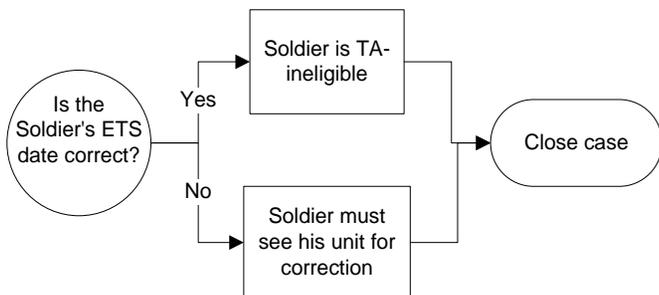
Course end date has surpassed ETS date

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Business Policies:

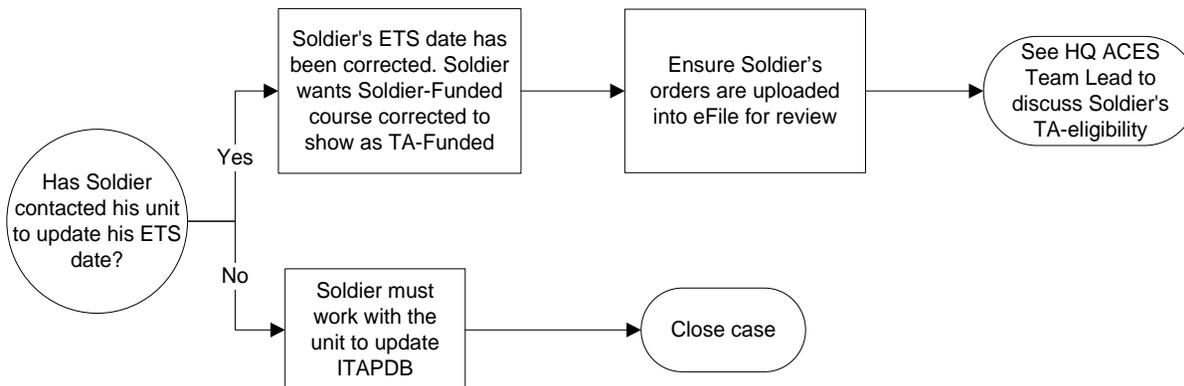
- The SOU states, "[a]ll active duty Soldiers; AGR Soldiers pursuant to Title 10 and Title 32; and drilling Reserve Component Soldiers coded as "satisfactory participant" are eligible to receive Army TA; therefore a Soldier is ineligible if s/he has reached their ETS date.

Use the following flow chart to resolve this issue.



Description	Response
LOI Course end date surpasses ETS date: -TA-Ineligible	Close case: Dear ____, HQ ACES has reviewed your case. Your GoArmyEd account currently shows your Date of Separation (ETS date) as ---MM/DD/YYYY---. Your course enrollment for ---Course Title (Start date) --- was shown as Soldier-Funded because the end date surpassed your ETS date. GoArmyEd data is received from the Army's Integrated Total Army Personnel Database (ITAPDB); therefore you will need to contact your S1/Unit Administrator to update your ETS date in ITAPDB if it is incorrect. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Non LOI TA Request	Close case: Dear ____, HQ ACES has reviewed your case and GoArmyEd account. The TA Request for course ---Course Title--- with start/end date of ---MM/DD/YYYY - MM/DD/YYYY--- is showing as Soldier-Funded because the course end date is after your Date of Separation in GoArmyEd. GoArmyEd shows your Date of Separation as --- MM/DD/YYYY ---. GoArmyEd data is received from the Army's Integrated Total Army Personnel Database (ITAPDB); therefore you will need to contact your S1/Unit Administrator to update your ETS date in ITAPDB if it is incorrect. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Soldier-Funded due to incorrect ETS date



Description	Response
ETS changed- Soldier wants funds allocated to Soldier-Funded courses **HQ ACES Function Only - Open new case to research when ETS date was changed	Open New case in your record; Escalate to Student Support: HQ ACES requests Student Support to investigate this Soldier's record,--- Soldier's Name (EMPLID) --- HQ ACES would like to know the date the Soldier's Date of Separation – or-Mobilization End Date was changed to “--- MM/DD/YYYY ---“ in GoArmyEd. Thank you, HQ ACES
ETS date prevented from requesting TA; Soldier wants funds allocated to Soldier-Funded courses	Request for More Information: Dear __, HQ ACES has reviewed this case and is requesting that you please upload a copy of your re-enlistment/ extension contract to your eFile. For protection of your personal information, please ensure that all but the last four of your Social Security numbers have been removed. Please note this case will automatically close in 30 days if you have not responded. If the case closes you will need to open a new GoArmyEd Helpdesk case to have your documents reviewed by HQ ACES. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Fiscal Year 2014 (FY 14) Tuition Assistance Policy Changes

FY 14 TA Policy FAQs Part 1-4, uploaded 12 Feb 2014

FY 14 TA Policy- ALARACT 317/13, uploaded 12 Feb 2014

FY 14 Tuition Assistance (TA) Policy Exception for Soldiers Pursuing a Graduate Degree, Dated 18 Dec 2013

On 1 Jan 2014, the Army’s FY14 Tuition Assistance (TA) program changed. These changes are supportive of the intent of the TA program – to provide financial assistance for voluntary off-duty education in support of Soldiers’ professional and personal self-development goals within a constrained budget environment.

Business Policies:

- After successful completion of their first year of service after graduating from either AIT or BOLC, Soldiers are eligible for 16 semester hours per fiscal year.
- TA can be utilized for a second, higher-level post-bachelor’s degree after completion of 10 years of service.
 - The second degree time in service requirement applies to movement from a bachelor’s to a master’s degree and not from an associate to a bachelor’s degree.
 - The 10-year requirement applies if Army TA was used to pay for ANY portion (associate or baccalaureate) of the undergraduate coursework.

- Soldiers who were actively pursuing a graduate degree (successfully completed at least 2 courses within the previous year with a graduate TA GPA equal to or greater than 3.0) and have not met the ten years of service requirement based on their BASD or PEBD were able to continue to receive TA for graduate courses through the end of FY 14 (30 Sept 2014).
 - The 16 semester hour per fiscal year limit will apply to Soldiers already enrolled in a graduate degree
- The Army honored TA requests for payment for Soldiers with approved TA requests by **31 Dec 2013** whose eligibility for TA was affected by these policy changes. However, no further TA-funded enrollments will be authorized until they meet the new eligibility requirements.

Description	Response
Soldier is on ACR hold	Dear ____, HQ ACES has reviewed your case. If you feel the hold is erroneous, you will need to get a copy of your Joint Services Transcript (JST) (https://jst.doded.mil) and upload it to show your AIT or BOLC course completion date. Create a GoArmyEd Helpdesk case using the Case Type of "Hold Questions" and hold Type of "ACES Request". An Army counselor will be able to release the hold if you have met the 1 year time in service requirement. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
16 Semester Hour Annual Limit Soldier's SH cost is less than \$250	Dear ____, HQ ACES has reviewed your case. Even though your school's semester hour cost is less than the allowable \$250 per semester hour, all Soldiers will only be authorized 16 semester hours per fiscal year. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Soldier's undergraduate degree funded without TA	Dear ____, HQ ACES has reviewed your case. The 10-year in service requirement only applies if Army TA was used to pay for any portion of your undergraduate coursework. Because your GoArmyEd record confirms you did not utilize TA for any portion of your undergraduate degree, you will be eligible to request TA for your graduate courses. Please note however, the one year service requirement after completion of AIT or BOLC will still apply as well as the 16 semester hour limit per fiscal year. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
10 year time in service for a master's degree Soldier had already completed 2 graduate courses prior to 1 Jan 2014 but no longer meets the 10 year in service requirement	Close case: Dear ____, HQ ACES has reviewed your case. The 10-year time in service requirement applies if Army TA was used to pay for any portion of your undergraduate coursework. Although you have not met the 10 year time in service from your BASD or PEBD, but because you had already successfully completed at least 2 courses with a TA GPA of 3.0 or above prior to 1 Jan 2014, you were eligible to receive TA for your graduate courses until the end of FY 14 (30 Sept 2014). You are now no longer eligible for TA until you meet the 10 year time in service. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>Soldier is requesting more than 16 semester hours for fiscal year</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. As of 1 Jan 2014 all Soldiers will only be authorized TA funds for courses up to 16 semester hours per fiscal year. Because TA has already been utilized for 12 semester hours this fiscal year, you will only be authorized TA for up to 4 more semester hours. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Erroneous 1 year or 10 year time in service hold.</p>	<p>Escalate to Ed Center: Dear __, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance with deferring your time in service hold. GoArmyEd Release 8.3 automated the 1 year and 10 year TA eligibility requirements. HQ ACES is aware that ITAPDB is capturing the wrong data element for the MGIB Eligibility Start Date from the personnel systems and that many Soldiers were erroneously put on the service eligibility holds. HQ ACES has given all Army education counselors the ability to defer this hold for up to 1 year. Counselors may use the Soldier's JST, PEBD or other systems to validate this deferral. We are sorry for inconvenience this may have caused. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Flagged Hold / Suspension of Favorable Personnel Action Hold

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

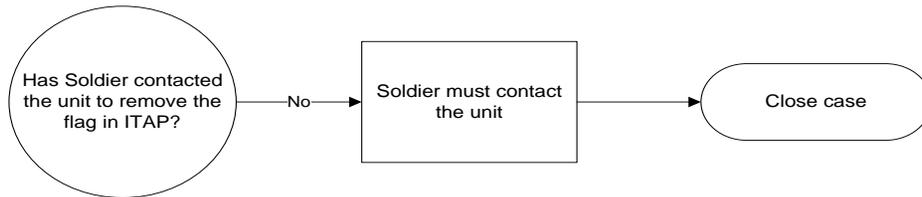
Business Policies:

- This hold is placed on a Soldier's account when the Soldier's personnel record has been flagged for Suspension of Favorable Personnel Action.
- This hold cannot be deferred by any Army Education Counselor or HQ ACES. It can only be lifted by the flagging unit.

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Use the following flow chart to resolve this hold.



Description	Response
Suspension of Favorable Personnel Action / Flagged hold	Close case: Dear ____, HQ ACES has reviewed this case. Regarding the Flagged hold applied to your account, HQ ACES will not defer a hold on a GoArmyEd account that is the result of a Flag/hold for Suspension of Favorable Personnel Action. This flag must be removed by your flagging unit. Your Unit Personnel Administration Center (PAC) can assist you in understanding the process to remove the flag on your record. Neither the GoArmyEd Helpdesk nor an Army Education Counselor can remove/defer a hold for a Suspension of Favorable Personnel Action Flag. When the Suspension of Favorable Personnel Action Flag has been removed in the Army's Integrated Total Army Personnel Database (ITAPDB), your hold will be lifted automatically in GoArmyEd. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Foreign Credential Evaluation

Business Policies:

- Soldiers who have graduated from a school outside of the US can have their transcripts evaluated by a National Association of Credential Evaluation Services member.
- Army Education Counselor can assist the Soldier with locating a NACES member.

Description	Response
<p>Soldier needs foreign transcripts evaluated</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. HQ ACES requests that an Army Education counselor assist the Soldier in obtaining or uploading a foreign credential evaluation of his ---Degree--- earned from ---School---. Once this is completed, please escalate a case to HQ ACES for further assistance with Home School/ Degree Plan change. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Soldier disputes the 10 year time in service requirement due to having earned a foreign degree prior to joining military.</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. In order to make a determination in regards to your current TA eligibility for a graduate program of study, HQ ACES is requesting that you please upload a copy of your official foreign transcript evaluation report (all pages of the document) for review. Once you've uploaded all pages of the document to your eFile, please open a new GoArmyEd Helpdesk case for HQ ACES to further review. To protect your privacy, please ensure you have marked out all but the last four digits of your SSN on any document uploaded. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

GoArmyEd and Official School Transcripts

Schools are responsible for tracking a Soldier's degree progress. GoArmyEd is responsible for tracking only courses enrolled in the GoArmyEd system.

Description	Response
<p>Update GoArmyEd to reflect school transcripts</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. GoArmyEd only lists courses paid by Army Tuition Assistance or enrolled in through GoArmyEd. The ---# of College Credit Hours---college credit hours you were awarded will be reported on your school's Official Transcript. Your college is responsible for tracking your degree progress and reporting your graduation. There is not a way to update GoArmyEd to reflect courses taken outside of GoArmyEd. If you need further assistance, please contact your Army Education Center or the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Soldier has taken courses outside of GoArmyEd; HQ ACES requests copy of official transcript to be uploaded</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. GoArmyEd is unable to track any courses taken outside of the GoArmyEd system. In order to make a determination regarding your current TA eligibility, HQ ACES is requesting that you please upload a copy of your official school transcript(s) for review. Once you've uploaded your transcript(s) to your eFile, please open a new Helpdesk case for HQ ACES to further review. To protect your privacy, please ensure you have marked out all but the last four digits of your SSN on any document uploaded. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

GPA Hold

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

GPA Manual Calculation, dated 8 Jan 2014

Army TA GPA Information Page, dated May 2013

Information found at www.GoArmyEd.com>Login>Retrieve/Enroll Student>Student Record>Army TA GPA Info>How TA GPA is calculated

Business Policies:

- The Army Tuition Assistance program, according to the AR 621-5, provides monetary assistance to Soldiers who:
 - Maintain a 2.0 TA grade point average (GPA) after the completion of 15 semester hours in undergraduate courses
 - Maintain a 3.0 TA GPA after the completion of 6 semester hours in graduate courses or equivalent
- The Army's TA GPA is independent of a GPA with a Soldier's home school. It is calculated by averaging the grades for each completed course in the Soldier's Army Education record (see below for more details on which courses are included). When a Soldier's TA GPA falls below the stated thresholds, the Soldier is not eligible to participate in the Army Tuition Assistance program.
- In order for a Soldier to regain eligibility in the tuition assistance program, they should enroll in courses directly through GoArmyEd and pay for those courses with their own funds. When the final grades are posted to GoArmyEd, their new Army TA GPA will be recalculated automatically. When their Army TA GPA is at or above a 2.0 (for undergraduate courses) or 3.0 (for graduate courses or equivalent) the Army TA GPA hold will be lifted automatically and eligibility restored.
- Courses included in the TA GPA Calculation
 - All graded courses taken through GoArmyEd, EDMIS, iMARC and WEBS are included in the TA GPA calculation, regardless of whether the Army funded the course. In general the courses counted towards the Army TA GPA have been paid for totally or partially by the Army tuition assistance program. However there are some cases in which other courses are also counted in order to assist the Soldier in meeting the target TA GPA.
- Courses NOT included in the TA GPA Calculation
 - Courses the Soldier has repeated earning a higher grade, course with grade of "Pass," courses taken prior to joining the Army, all WM and FM courses.

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How to calculate TA GPA

Use the following table and equation to calculate TA GPA.

Grade Point Values Table	
Grade	Point Value
A	4
B	3
C	2
D	1
F	0

$$\frac{\text{Total Grade Points}}{\text{Total Semester Hours}} = \text{Cumulative GPA}$$

Example: The following example demonstrates the calculation used to determine a Soldier's GPA.

Course	Grade = Point Value	Credits	Calculation	Grade Points	GPA
LIT 221	F = 0	3	0 X 3 = 0	0	
COMP 1301	D = 1	3	1 X 3 = 3	3	
COS 101	F = 0	3	0 X 3 = 0	0	
OR 1010	A = 4	1	4 X 1 = 4	4	
AR 1010	A = 4	3	4 X 3 = 12	12	
HY 1010	A = 4	3	4 X 3 = 12	12	
Totals		16		31	1.94

Step 1: Calculate the grade points using the following: *Point Value x credits = Grade Points*

Step 2: Add up the total "Credits" and total "Grade Points."

Step 3: Calculate the Cumulative GPA using the following: $\frac{(\text{Total Grade Points})}{(\text{Total Semester Hours})} = 1.94$ (Cumulative GPA)

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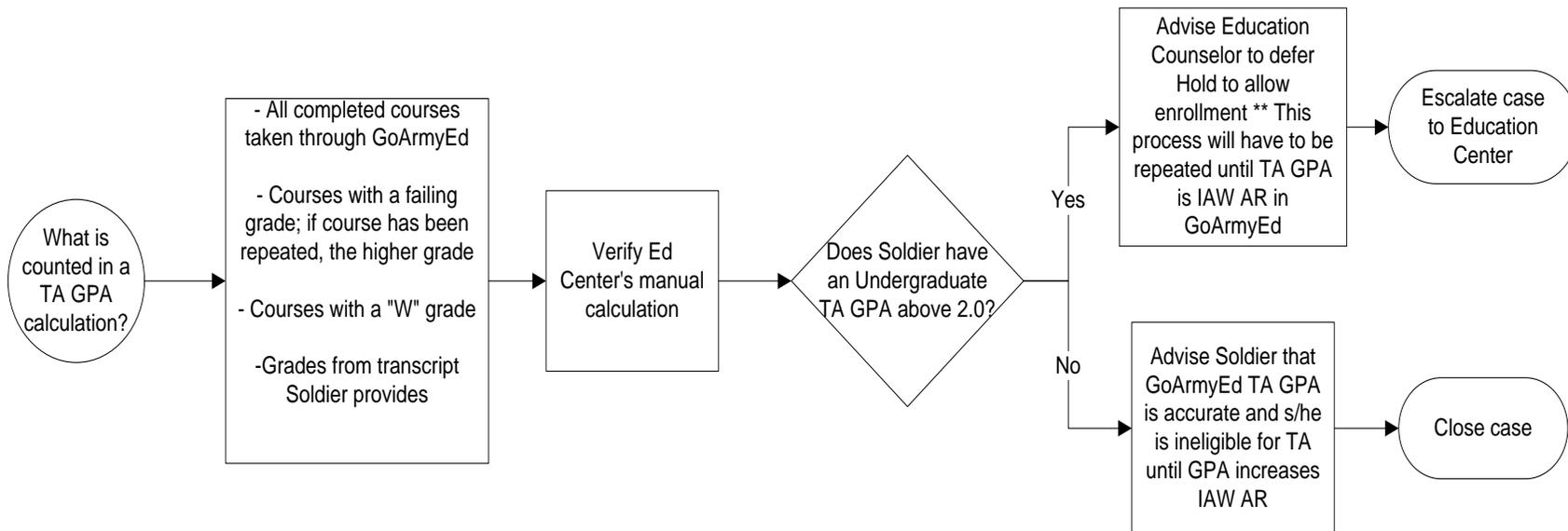
Undergraduate TA GPA Hold

A Soldier must maintain an undergraduate TA GPA of 2.0 or above to remain TA-eligible

Use the following flow chart to resolve the hold.

Checklist:

- ✓ Soldier must have a manual GPA calculation uploaded to eFile. If not, then return the Helpdesk case to the Education Center; request manual calculation be uploaded
- ✓ Soldier must have copy of official transcripts uploaded into eFile



Description	Response
Undergraduate TA GPA hold removal request per Ed Center manual calculation	Escalate to Ed Center: Dear ____, HQ ACES is escalating your case to your Army Education Center. An Undergraduate TA GPA hold cannot be removed and will remain on the Soldier’s account until the Soldier’s GoArmyEd undergraduate TA GPA reaches a 2.0 or above. Education Counselors have the ability to perform a manual TA GPA calculation after each term or after course completion and may defer the hold if the Soldier’s actual TA GPA is above a 2.0. Each time a manual TA GPA calculation is performed, a copy of the calculation MUST be uploaded into the Soldier eFile. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Undergraduate TA GPA less than 2.0 (general response)	Close case: Dear ____, HQ ACES is escalating your case to your Army Education Center. Education Counselors have the ability to perform a manual TA GPA calculation after each term or after course completion. If a Soldier’s manual TA GPA calculation is above a 2.0, the hold can be deferred allowing the Soldier to enroll in TA funded courses. If the Soldier’s manual TA GPA calculation is below a 2.0, the Soldier is not eligible for TA funded courses and must enroll as Student Funded. For Soldiers with a TA GPA hold, it is encouraged that Soldiers enroll in Student Funded courses in order to raise the GoArmyEd TA GPA. The TA GPA hold will remain permanent on the Soldier’s account until the GoArmyEd TA GPA reaches a 2.0 or above. Each time a manual TA GPA calculation is performed, a copy of the calculation MUST be uploaded into the Soldier’s eFile. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
TA GPA wrong but not on TA GPA hold	Escalate to Ed Center: Dear ____, HQ ACES is escalating your case to your Army Education Center. The GoArmyEd TA GPA is automatically calculated by the system. The GoArmyEd TA GPA cannot be manually altered. If your Undergraduate TA GPA drops below the required 2.0, you may request your Army Education Counselor to perform a manual TA GPA calculation. If a hold is placed due to a low TA GPA, the Army Education Counselor has the ability to defer the hold if it is found that your TA GPA is above a 2.0. Each time a manual TA GPA calculation is performed, a copy of the calculation MUST be uploaded into the Soldier’s eFile. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Undergraduate TA GPA hold - Repeated courses	Escalate to the Ed Center: Dear ____, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance with a manual TA GPA calculation for the repeated --- Course Title ---. HQ ACES authorizes an Army Education Counselor to manually calculate the TA GPA counting only the higher grade for repeated course(s). The manual TA GPA calculation MUST be uploaded into the Soldier’s eFile PRIOR to deferring the TA GPA hold if the manual calculation exceeds the required 2.0 for undergraduate courses or 3.0 for graduate courses. Efforts are underway to automate this process within the GoArmyEd portal. While your hold is deferred, you are eligible to receive Army Tuition Assistance (TA) however, you will need to contact your Army Education Counselor to request a manual TA GPA re-calculation each time you request TA for your courses until you have a 2.0 undergraduate TA GPA in GoArmyEd. Once this occurs the hold will automatically be removed from your account within 24-48 hours. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Undergraduate TA GPA Hold while pursuing master's degree

If a Soldier graduates with an undergraduate TA GPA below a 2.0, then the Soldier's GoArmyEd account will remain on an undergraduate TA GPA hold while pursuing a master's degree. The Soldier is TA-eligible for pursuing a graduate degree.

Description	Response
Undergraduate TA GPA hold while pursuing master's Degree	Close case: Dear ____, HQ ACES has reviewed your case. The GoArmyEd Core Team is aware of this issue, but is unable to remove the hold. The issue may be resolved in the future however, at this time the system cannot differentiate between the two holds. Currently, the functionality of GoArmyEd does not distinguish between graduate and undergraduate TA GPA holds based on the degree level of the Soldier. Your Army Education Center will need to defer the Undergraduate TA GPA hold when enrolling in graduate level courses. This process will need to be repeated every time you enroll until your graduate degree is completed and/or you reach your 39 semester hour limit for graduate courses. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

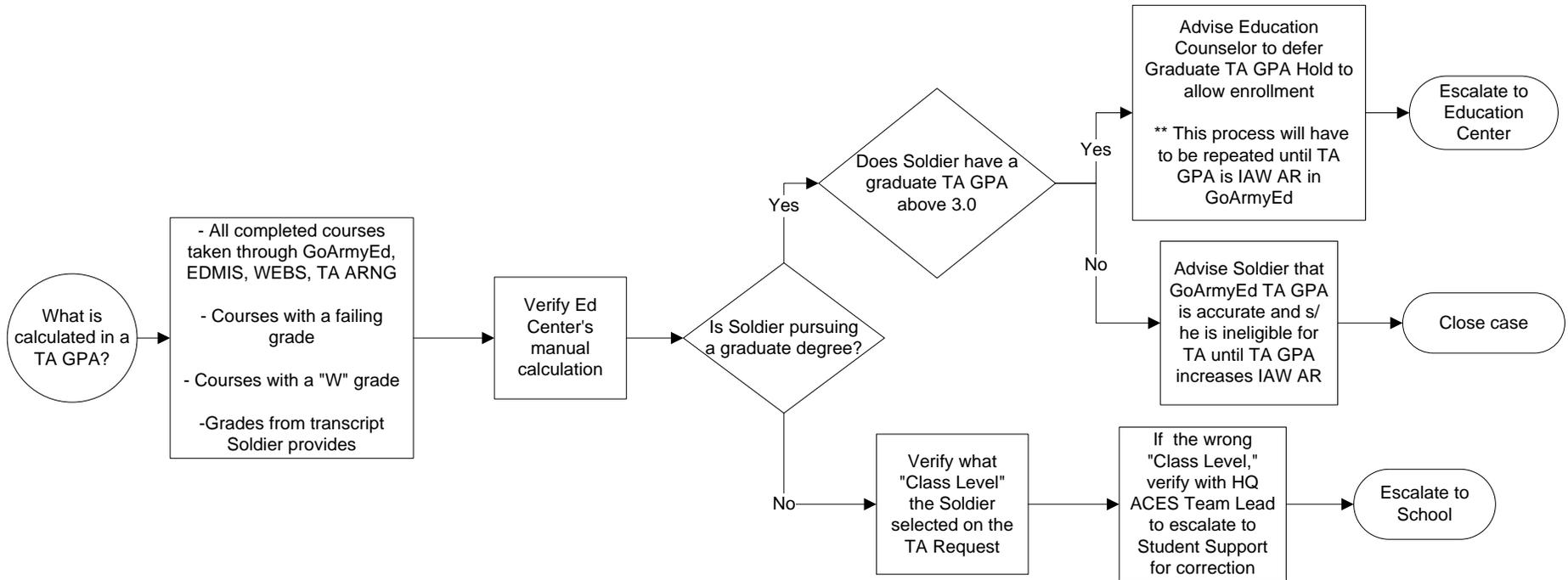
Graduate TA GPA Hold

A Soldier must maintain a graduate TA GPA of 3.0 or above to remain TA-eligible.

Use the following flow chart to resolve this hold.

Checklist:

- ✓ Soldier must have a manual TA GPA calculation uploaded to eFile. If not, then return the Helpdesk case to the Education Center; request manual calculation be uploaded
- ✓ Soldier must have official transcripts uploaded into eFile



Description	Response
Graduate TA GPA hold - repeated courses are separate	Escalate to Ed Center: Dear____, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance with a manual TA GPA calculation for the repeated ---Course Title---. HQ ACES authorizes an Army Education Counselor to manually calculate the TA GPA counting only the higher grade for repeated course(s). The manual TA GPA calculation MUST be uploaded into the Soldier's eFile PRIOR to deferring the TA GPA hold if the manual calculation exceeds the required 3.0 for graduate courses. Efforts are underway to automate this process within the GoArmyEd portal. While your hold is deferred, you are eligible to receive Army Tuition Assistance (TA) however, you will need to contact your Army Education Counselor to request a manual TA GPA re-calculation each time you request TA for your courses until you have a 3.0 graduate TA GPA in GoArmyEd. Once this occurs the hold will automatically be removed from your account within 24-48 hours. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>Graduate TA GPA less than 3.0 (general response)</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case and is escalating it to your Army Education Center. Education Counselors have the ability to perform a manual TA GPA calculation after each term or after course completion. Each time a manual TA GPA calculation is performed, a copy of the calculation MUST be uploaded into the Soldier's eFile. If a Soldier's manual TA GPA calculation is above a 3.0, the hold can be deferred allowing the Soldier to enroll in TA funded courses. If the Soldier's manual TA GPA calculation is below a 3.0, the Soldier is not eligible for TA funded courses and must enroll as Student Funded. For Soldier's with a TA GPA hold, it is encouraged that Soldiers enroll in Student Funded courses in order to raise the GoArmyEd TA GPA. The TA GPA hold will remain permanent on the Soldier's account until the GoArmyEd TA GPA exceeds a 3.0 or above. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Non-LOI Incorrect course level</p>	<p>Escalate to Student Support: Dear ____, HQ ACES has reviewed your case. Your account was placed on hold because the TA requests submitted to GoArmyEd were identified as graduate. When the graduate course level is selected on a TA Request, GoArmyEd calculates those courses toward your graduate level TA GPA. In the future, when requesting TA, please verify that the appropriate course level is selected before submitting your TA request. HQ ACES is escalating this case to Student Support for assistance. Please update ---Soldier's--- TA requests to reflect undergraduate rather than graduate. The TA requests requiring this change is ---Course Title (start date MM/DD/YYYY) ---. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Grade Entry Questions

For Non-LOI schools - *Non-LOI School Grade Entry Process*, Version 6, dated Feb 2015

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

For LOI schools - *Grade Reporting*, Version 8, dated Apr 2014

Business Policies:

The following business policies apply to grades and the submission process:

- A School Grade Administration dashboard appears on the Course Administration GoArmyEd homepage with the amount of ungraded courses and if applicable, courses with incomplete grades.
- A Web-Based Grade Roster allows school users to enter or change grades for a course. The roster will identify grades as overdue for each course beyond the 14 day period.
- GoArmyEd is considered the Soldier's system of record. Schools are expected to confirm that grades submitted to their student information systems align with GoArmyEd. Although a school's grade designation might be different, the definition should be consistent with GoArmyEd grade values.
- If a Soldier's Tuition Assistance Request is rejected, all costs and grades associated with the course will be removed, and the school will be unable to invoice for the course.
- Schools are responsible for submitting grades for ungraded or incomplete courses. When submitted, grades auto-populate and are reflected in the Soldier's record under the Education or All Tabs in real-time.

Valid Grade Values

- A sampling of standard GoArmyEd grades includes: A+, A, A-, B+, B, B-, C+, C, C-, D+, D, D-, F.
- Schools that use non-standard grade types must specify if the grade is pass, fail, incomplete, or withdraw in GoArmyEd.
- If the school needs to enter a non-standard grade and selects "**Pass**" for a grade, the school must designate if the grade should be included in the Soldier's TA GPA and assign a GPA value.

Grade entry for dropped courses

Business Policies:

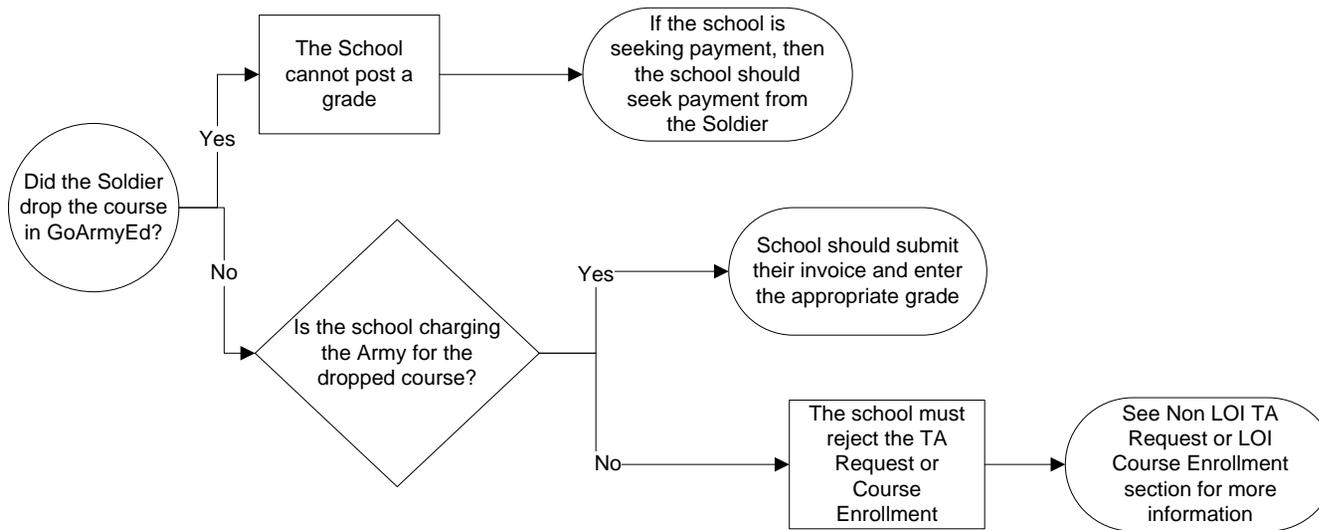
- Some examples in which a school would like to post a grade to a dropped course are:
 - School requests to post a failure grade to a course dropped in GoArmyEd to initiate recoupment actions. In these cases, the school cannot post a grade and must seek payment directly from the Soldier.
 - School is being prompted to post a grade for a course the Soldier dropped at the school and is not being charged for, but did not drop it in GoArmyEd. In these cases, the school can reject the TA Request or Course Enrollment.

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- School is being prompted to post a grade for a course the Soldier dropped at the school and is being charged for, but did not drop it in GoArmyEd. In these cases, the school can post the appropriate grade and invoice for the course.

Use the following flow chart to determine the course of action for a dropped course.



Description	Response
<p>Dropped course in GoArmyEd with approved invoice</p> <p>-School requesting to post “W” or “F”</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. --- Soldier --- was enrolled in course --- Course Title --- with start date of --- MM/DD/YYYY ---. The Soldier dropped the course in GoArmyEd on ---MM/DD/YYYY---; therefore it will not be available for the school to post a grade. This course is currently on approved invoice# _____ for Army Cost of \$_____ and the recoupment actions against the Soldier have been initiated. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Dropped course in GoArmyEd within full-refund period</p> <p>-School requesting to post “W” or “F”</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. --- Soldier ---was enrolled in course --- Course Title --- with start date of --- MM/DD/YYYY ---, but dropped the course on --- MM/DD/YYYY --- in GoArmyEd. The Soldier dropped it prior to the school’s last day for full refund date of --- MM/DD/YYYY --- in GoArmyEd; therefore the school will not be able to post a grade to the course. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Dropped course at the school, but not in GoArmyEd</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. ---Soldier---was enrolled in course ---Course Title---with a start date of ---MM/DD/YYYY---. This course was invoiced by the school on GoArmyEd invoice #---Invoice #--- for full Army Cost of \$_____. Since no reductions were made to indicate the course drop, the school should enter a grade of “W.” If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Grade changes

For Non-LOI schools - *Non-LOI School Grade Entry Process*, Version 6, dated Feb 2015

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

For LOI schools - *Grade Reporting*, Version 8, dated Apr 2014

Business Policies:

- There are several reasons for changing a grade, including:
 - A Soldier requests a grade change and the school verifies that the change is warranted
 - A Soldier completes course work for an Incomplete grade and a final grade is granted
 - The school has made a data entry error
- Grade changes are processed automatically. The change affects the Soldier’s record immediately and can be viewed by the Soldier via GoArmyEd.

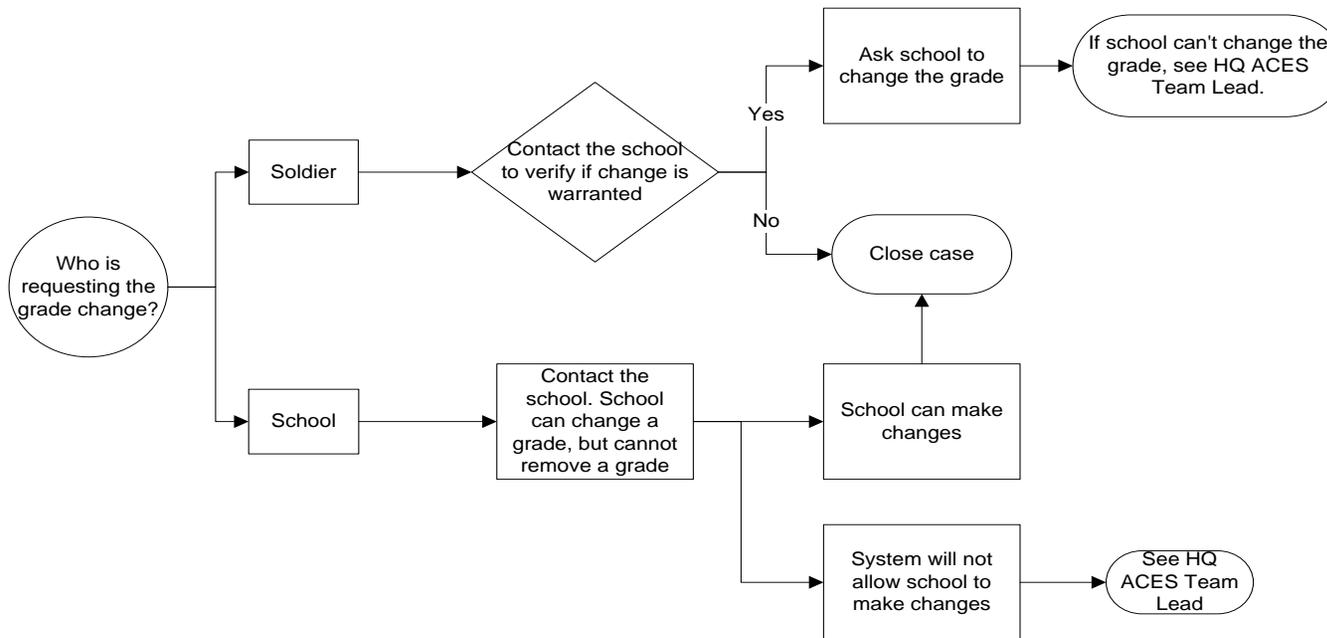
Table of Contents is hyperlinked to each page of the document.

PLEASE DO NOT PRINT THIS DOCUMENT.

Use the following flow chart to resolve grade change requests.

Checklist:

- ✓ Soldier must provide verification from the school



Description	Response
Soldier requests grade change	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case. Your case is being escalated to your Army Education Center for assistance. HQ ACES requests that an Army Education Counselor reach out to the Soldier and explain the grading procedures to him. A grade cannot be removed from the GoArmyEd system. A grade can only be changed for an Incomplete grade to a final grade, a data entry error and special circumstances that warrant a grade change. If the Soldier feels that his grades warrant a change due military circumstances then please explain the procedure for initiating a Military Withdrawal (WM). If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>School posted “W” grades by mistake</p>	<p>Contact school and Close case: Dear School POC, HQ ACES has reviewed your case and the GoArmyEd account of ---Soldier (Last 4 of SSN) ---. HQ ACES cannot remove the “W” grades posted to courses ---Course Title--- with start dates of ---MM/DD/YYYY---. HQ ACES informed the school that a non-standard grade such as “X” can be posted to cancel the recoupment actions until the Soldier completes the courses. When the Soldier completes the courses, the school must change the grades in GoArmyEd to reflect the earned grade. Please see the attached step-by-step guide for entering grades as a reference guide. Please note that the recoupment actions will be cancelled once the school changes the grades and any recouped money will be refunded to the Soldier. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>School needs assistance with Grade data entry error</p>	<p>Contact school and Close case: Dear School POC, HQ ACES has reviewed your case and the GoArmyEd account of ---Soldier (Last 4) ---. The school has submitted a grade of “WF” with a “Grade Type” of “Incomplete” for course ---Course Title---. The school user has the ability to change the grade when there is a data entry error. Please see the attached step-by-step guide to assist you with changing the “Grade Type” from “Incomplete” to “Withdraw.” If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Lab courses- non-gradable with approved invoice--from school</p>	<p>Close case: Dear _____, HQ ACES has reviewed the GoArmyEd account of ---Soldier--- (-Last 4 of SSN). ---Soldier--- has a Tuition Assistance Request for ---Course Title--- with a start date of ---MM/DD/YYYY--- that has an approved invoice. You stated that this course is non gradable and is worth “0” semester hours. The school can use the step-by-step guide for the School Grade Entry Process to enter a non-standard grade, designate if the grade should be included in the Soldier’s TA GPA and assign a GPA value. For example, the school could enter a “NG” for No Grade, “No” to not include it into TA GPA calculation and Grade Points as “0.00.” If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Incomplete Grade Hold

For Non-LOI schools - *Non-LOI School Grade Entry Process*, Version 6, dated Feb 2015

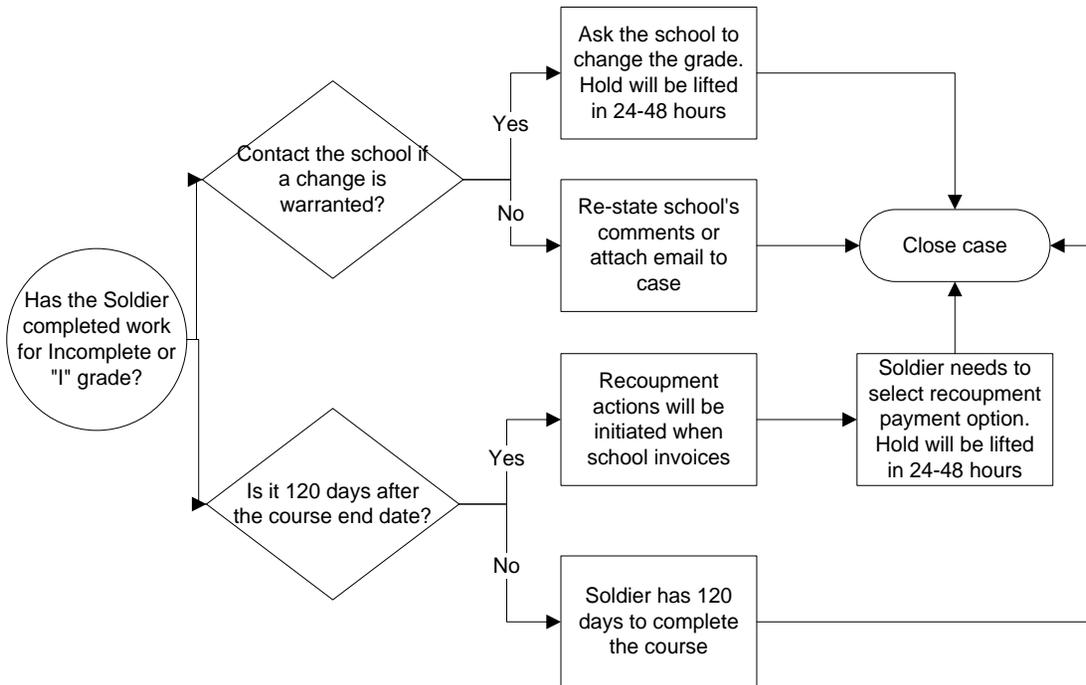
ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

For LOI schools - *Grade Reporting*, Version 8, dated Apr 2014

Business Policies:

If a Soldier is assigned an Incomplete (I) grade, a hold is placed automatically on the Soldier’s GoArmyEd record until the grade is resolved. A valid final grade (including F) must be submitted within 120 days after the course end date.

Use the following flow chart to resolve the hold.



Description	Response
<p>Incomplete Grade hold: Request from Education Center</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case. Army Education Counselors have the ability to defer a hold for an incomplete grade. If a Soldier is assigned an Incomplete (I) grade, a hold is automatically placed on the Soldier's GoArmyEd account until the grade is resolved. A valid final grade (including F) must be submitted within 120 days after the course end date. If a grade is not posted within 120 days, a recoupment for that course will be processed. In the event a recoupment begins and a passing grade is submitted after 120 days but before a year, a recoupment refund will be processed. In the event a failing grade is entered, the recoupment will stand. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Incomplete Grade hold: Request from Soldier</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES is escalating this case to local Army Education Center for consideration of deferment of the hold. If a Soldier is assigned an Incomplete (I) grade, a hold is automatically placed on the Soldier's GoArmyEd account until the grade is resolved. A valid final grade (including F) must be submitted within 120 days after the course end date. If a grade is not posted within 120 days, a recoupment for that course will be processed. In the event a recoupment begins and a passing grade is submitted after 120 days but before a year, a recoupment refund will be processed. In the event a failing grade is entered, the recoupment will stand. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Non-LOI - School offers extension for courses and needs info on "I" grades</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. If the school does not post a grade after the 45-day deadline, then the Soldier's GoArmyEd account will go on a "No Grade hold" until a grade is posted. If a Soldier is assigned an Incomplete (I) grade, a hold is placed automatically on the Soldier's GoArmyEd record until the grade is resolved. A valid grade (including F) must be submitted within 120 days after the course end date or a recoupment action will be initiated. HQ ACES understands that the school may grant additional time to complete the course, but GoArmyEd operates independently from the school's extended timeframe to make up a course. The Soldier is responsible for completing the course within 120 days of the course end date and will be recouped if s/he fails to do so. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>LOI - School offers extension for courses and needs info on "I" grades</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES is unable to change the end date for an LOI course. LOI schools preload the course information into GoArmyEd. Any change to an end date would alter the end date for all students enrolled in the course. If the school does not post a grade, then the Soldier's GoArmyEd account will go on a "No Grade hold" until a grade is posted. HQ ACES understands that the school may grant additional time to complete the courses, but GoArmyEd operates independently from the school's extended timeframe to make up a course. The Soldier is responsible for completing the course within 120 days of the course end date and will be recouped if s/he fails to do so. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

<p>**Recoupment Helpdesk case** Incomplete Grade hold- School granted extension (See Recoupment SME for additional assistance)</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has verified per the Soldier's course schedule uploaded to the GoArmyEd eFile that course ---Course Title--- has start/end dates of ---MM/DD/YYYY - MM/DD/YYYY---. If a Soldier is assigned an Incomplete (I) grade, a hold is placed automatically on the Soldier's GoArmyEd record until the grade is resolved. HQ ACES understands that the school may grant additional time to complete the course, but GoArmyEd operates independently from the school's extended timeframe to make up a course. As of now, GoArmyEd system reflects that there is a suspense Date of --MM/DD/YYYY---. At that time if a passing grade is not entered into the GoArmyEd system, recoupment will be initiated. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
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No Grade Hold

For Non-LOI schools - *Non-LOI School Grade Entry Process*, Version 6, dated Feb 2015

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

For LOI schools - *Grade Reporting*, Version 8, dated Apr 2014

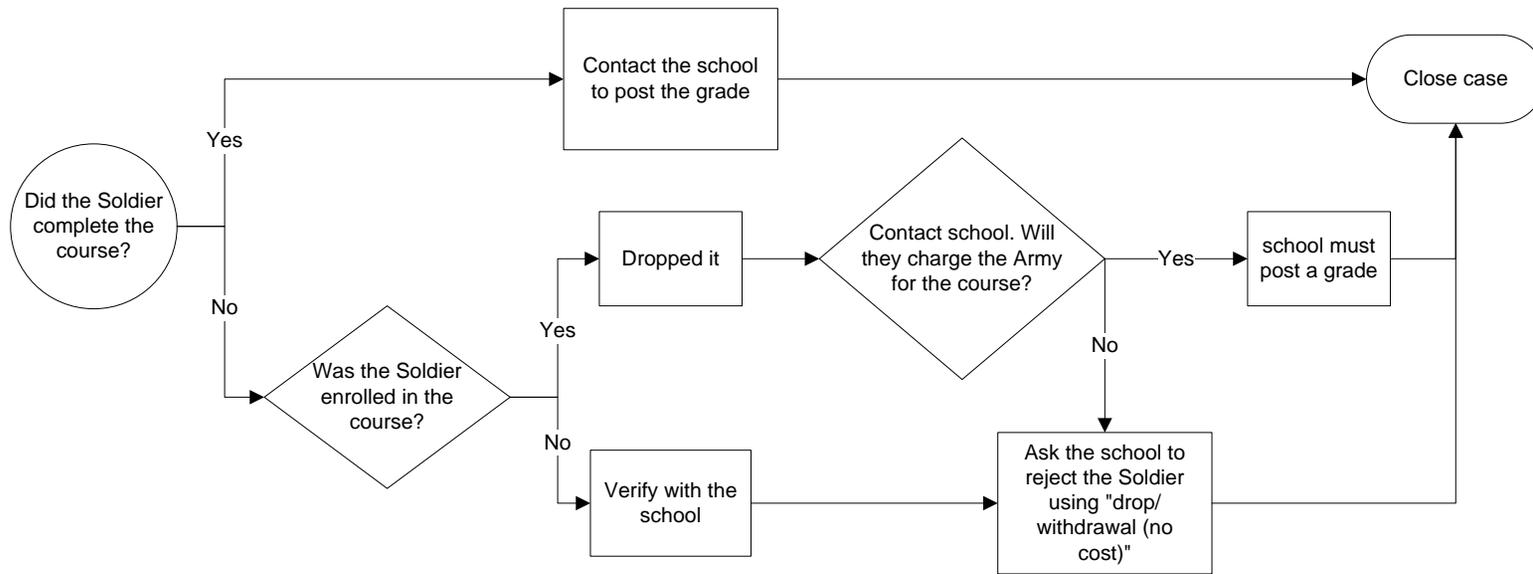
Business Policies:

- Timely reporting of Soldier grades is a key quality performance metric; GoArmyEd must report this metric to Army officials once a week. The following policies enable accurate reporting:
 - Initial grades must be submitted within 45 days after the course end date for each Soldier whose TA Request was approved.

Use the following flow chart to resolve the hold.

Checklist:

- ✓ Soldier must provide verification documents



Description	Response
No Grade hold -Soldier wants to enroll into courses	Escalate to Ed Center: Dear ____, HQ ACES contacted the Soldier's school. The School POC, --- Name ---, stated that a grade of --- Grade --- for --- Course Title --- will be entered. The No Grade hold can be deferred by an Army Education Counselor for 90 days. Once the school has entered the Soldier's grade, the No Grade hold will be lifted within 24-48 hours. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
No Grade hold: School will reject Soldier	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. --- School Name --- has attached a letter verifying that the school will reject --- Soldier --- from --- Course Title --- with start date of --- MM/DD/YYYY --- during their next invoicing cycle. Please note that Non-LOI Schools only have the ability to invoice 4 times per year or once per fiscal quarter: Oct-Dec, Jan-Mar, Apr-Jun, Jul-Sept. The No Grade hold can be deferred by an Army Education Counselor for 90 days. The hold will be lifted from your GoArmyEd account once the school has rejected the course on their invoice. Please contact your school representative for further payment information. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Graduate Semester Hour Limit Reached Hold

Memo for Tuition Assistance (TA) for Certificate/Diploma Programs, dated 25 Jul 2014

Memo for Tuition Assistance and Course Recoupment, dated 24 Mar 2014

Information Paper: Tuition Assistance Policy Frequently Asked Questions, dated 2 Aug 2011

Memo for Semester Hour Limits on Tuition Assistance (TA), dated 26 Jun 2012

Use the following table to determine how semester hours are calculated by HQ ACES.

What is calculated as graduate semester hours?	
<p style="text-align: center;">Calculation includes:</p> <ul style="list-style-type: none"> - Courses listed under the Soldier's GoArmyEd Educational tab - Regardless of funding, any courses listed after indication of bachelor's degree conferral; conferral date may be listed on Soldier's Personnel tab, Program Plan History or Common Application - EDMIS - Funded courses - ARNG - Funded courses - WEBS - Funded courses 	<p style="text-align: center;">Calculation <u>does not</u> include:</p> <ul style="list-style-type: none"> - Military Withdrawal courses - Soldier-Funded courses - Any courses that have been recouped - "FM" Grades from legacy data (Failing for Military Reasons) - Courses that are approved exceptions (e.g., IPAP, AACP)

****Note**-iMARC, EDMIS and WEBS legacy data has migrated into GoArmyEd with Release 7.10. Be aware that Withdrawal-Military (WM) grades may be erroneously counted in the semester hour limit. You will need to verify a "WM" grade to ensure the semester hour count is correct.

Description	Response
Graduate SH Limit Reached	Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has confirmed that you have reached the maximum allowed 39 semester hours of graduate courses and are no longer eligible for Army Tuition Assistance. HQ ACES has calculated your graduate semester hours since the conferral of your baccalaureate Degree on --- MM/DD/YYYY ---. Please see the calculation uploaded into your e-File for reference. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

<p>Graduate SH Limit Reached-Defer</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has confirmed that you have reached __#SH__ Graduate Semester Hours (SH) toward your 39 SH cap. Your hold has been deferred until --- 90 Days Out--- to allow you to enroll into your last ---#SH--- of Graduate Army TA. If your hold deferral expires and you need to request TA, then a new manual calculation of your graduate hours will need to be performed prior to the course start date. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Graduate SH Limit - General</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Tuition Assistance is available for a master's degree or up to 39 semester hours of graduate credit, whichever comes first. All post baccalaureate course work counts toward the 39 semester hours of graduate credit allowable under Tuition Assistance. Your account currently shows you have received --#-- graduate semester hours of Army Tuition Assistance. Please see the calculation uploaded into your e-file for reference. This calculation excludes courses for which a Military Withdrawal was granted. Your request for deferral of the semester hour hold has been approved/denied. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Home School /Degree Plan

Quick Reference Guide, Uploading a Student Agreement/Documented Degree Plan in Course Planner, Version 1, dated Feb 2014

Processing SOCAD Student Agreements (SA) or Documented Degree Plan, Version 9, 25 Apr 2013

Information Paper: Documented Degree Plans and Service members Opportunity Colleges Army Degrees (SOCAD) Student Agreements (SA), 28 Jan 2013

Army Continuing Education System (ACES) Changing a School or Degree Plan, Version 11, 29 Aug 2011 Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Business Policies:

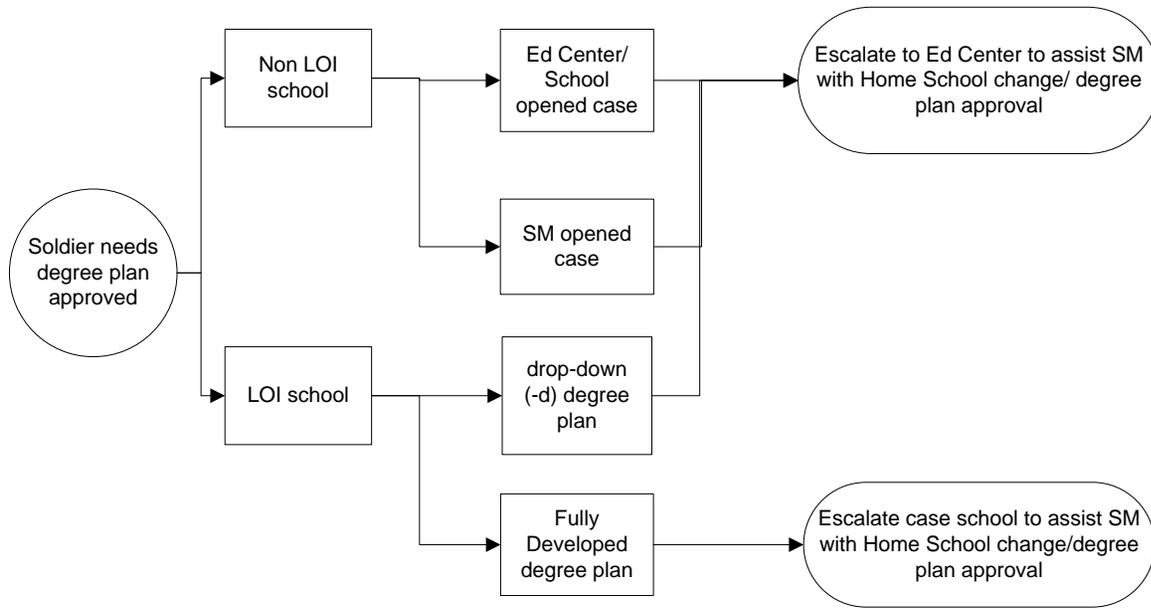
- Soldiers changing their home school must request that official transcripts be sent to their new school so the new school can evaluate previous courses for credit toward a new degree plan.
- If a Soldier is pursuing an external and other degree plan:

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- GoArmyEd is not able to perform automated degree plan checks to ensure a course advances him or her toward a chosen degree. Soldiers should refer to their Student Agreements (SA) or Documented Degree Plan in their eFile or student records to determine the courses they must take.
 - The degree level must be selected and the degree name entered during the change process.
 - A Student Agreement or Documented Degree Plan must be provided to their Army Education Counselor prior to (6) semester hours or completing nine (9) semester hours overall.
 - A Student Agreement or Documented Degree Plan must be provided to their Army Education Counselor prior to (6) semester hours or completing nine (9) semester hours overall prior to the approval of a Course Planner.
- Schools upload a Soldier's SA or Documented Degree Plan directly into GoArmyEd unless the Soldier has an external or other degree plan. In that case, an Army Education Counselor must upload a scanned version of the Soldier's paper SA or Documented Degree Plan into the Soldier's eFile.
 - If a Soldier is requesting TA for a course not on a SA or Documented Degree Plan, he or she must obtain written and signed verification from their school to demonstrate that a course will advance him or her toward the approved degree. In these instances, granting of a course enrollment override is left to the discretion of the Army Education Counselor. This must be done prior to enrolling in the course.

Use the following flow chart to determine if the Ed Center or School should review the degree plan



Home School/Degree Plan change and approval

Use the flow chart to change a home school and degree plan.

Checklist:

- ✓ All home school/degree plan changes occur at the Army Education Center-level
- ✓ Soldier has degree plan uploaded to eFile
- ✓ Soldier has uploaded a copy of official transcripts

Description	Response
Home school/ degree plan change:	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. Please assist this Soldier with a home school and degree plan change. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Home School/Degree Plan change- - Request More info to verify degree plan	Return for more Info: Dear ____, HQ ACES has reviewed your case and is requesting more information. HQ ACES has verified your graduation information; however, HQ ACES requests that you verify what graduate degree plan/ home school change you are wishing to pursue. Note that this case will close automatically in 30 days if there is no activity, so please respond to the information request promptly. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Home School/ Degree Plan change - -Request More Info to upload a copy of official transcripts	Request for more info: Dear ____, HQ ACES has reviewed your case and is requesting more information. Please upload a copy of your official school transcript showing your graduation information i.e. the degree received, conferral date and GPA. HQ ACES also requests that you verify what graduate degree plan/ home school change you are wishing to pursue. Note that this case will close automatically in 30 days if there is no activity, so please respond to the information request promptly. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Non-LOI and LOI drop –down ^(-d) degree plan approval	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. Please assist this Soldier with reviewing and approving his/her degree plan. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
LOI Fully Developed Degree plan -	Escalate to school: Dear ____, HQ ACES is escalating this case to --- School ---. HQ ACES requests the School POC to assist this Soldier with their Student Agreement/Documented Degree Plan for a degree in --- Degree Name ---. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Graduation reporting

Non LOI School Graduation Reporting Web Graduation Reporting, Version 1, dated 2 Apr 2012

Graduation Reporting- Web Graduation Reporting, Version 3, dated 22 Mar 2009

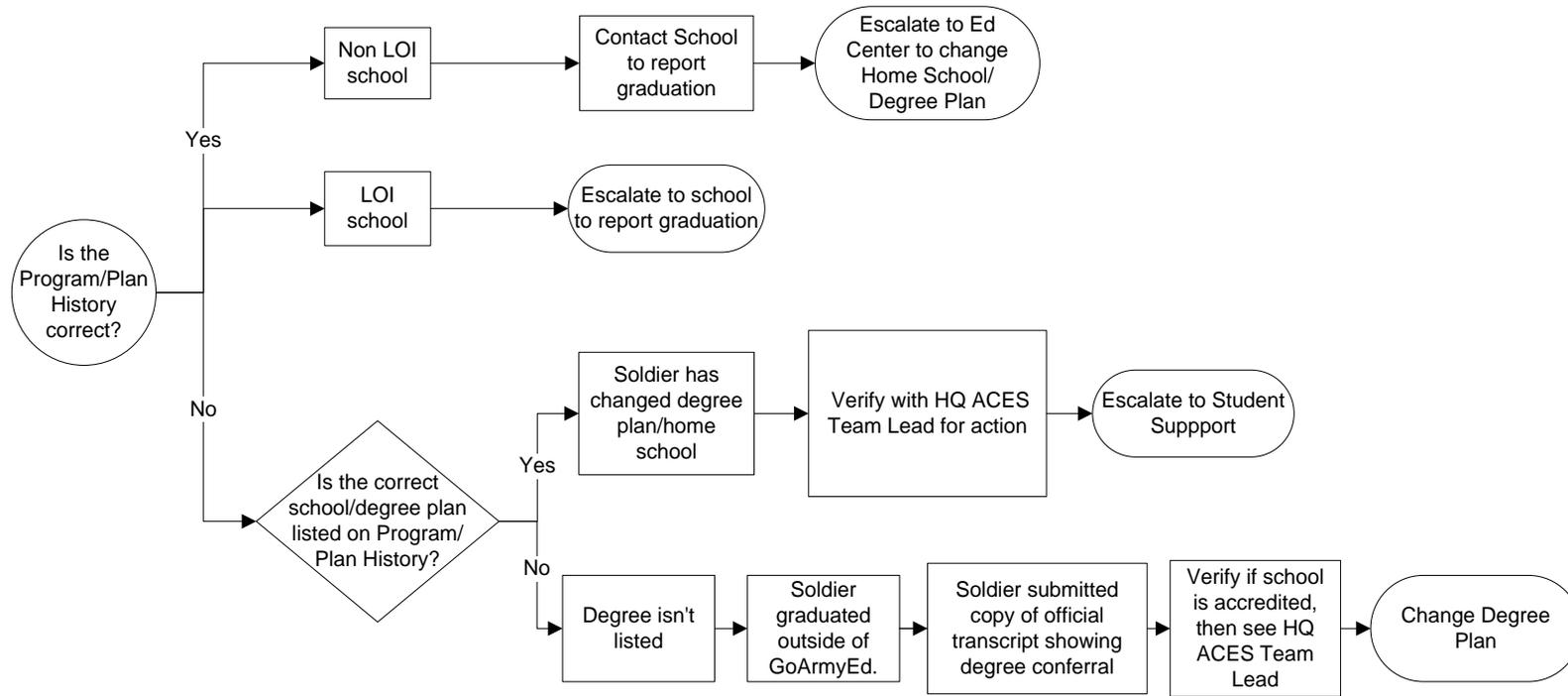
Business Policies:

- Schools must report graduation for a Soldier who has completed all the degree plan requirements.
- Graduation cannot be reported prior to completing all the degree plan requirements.
- Prior to reporting graduation, the Soldier's Program/Plan History must contain the correct information. The top line item must contain the current school and degree plan that the Soldier has graduated from in order for the school to report graduation. If the Soldier graduated outside of GoArmyEd, the Soldier will need to upload a copy of an official transcript reflecting degree conferral.

Use the following flow chart to report graduation.

Checklist

- ✓ Official school transcript must be uploaded to GoArmyEd eFile and must be verified as an accredited school
- ✓ Civilian Education Code must be correct
- ✓ What Home school/degree plan does the Soldier want to change into?
- ✓ Verify and review if Program/Plan History information is correct



Description	Response
School needs to report Graduation	Close Case: Dear ____, HQ ACES has reviewed your case. Your school has been contacted to report your graduation in GoArmyEd. You will also need to contact your unit to update your Integrated Total Army Personnel Data Base (ITAPDB) records to update your Civilian Education Level and then contact your local Army Education Center to change your home school and degree plan. Once these steps are completed, the hold will be lifted from your GoArmyEd account within 24-48 hours. Please follow up with your school to verify that they have reported your graduation and then you can follow through with the aforementioned steps to proceed with requesting Army Tuition Assistance. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

<p>LOI school needs to post graduation</p>	<p>Escalate to school: Dear ____, HQ ACES has reviewed your case and is escalating it to your school for assistance. ---Soldier--- has graduated with a --Degree--- and a confer date of---MM/DD/YYYY---. Please report ---Soldier's--- graduation information in GoArmyEd. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>School wants to post graduation to associate degree when Soldier is in already enrolled in bachelor's degree</p>	<p>Close case: Dear Soldier/School POC, HQ ACES has reviewed your record. Currently your program/plan history is showing a pursuance of a bachelor's Degree. The school has verified that an AAS degree was received in --YYYY. Since the Civ. Ed Code has been updated to reflect the associate, the Program Plan History does not need to be changed to the AAS level for the purpose of posting graduation. It will not affect the progress of the baccalaureate program. If you need further assistance, please contact your Army Education Center or the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>LOI School requesting to post graduation, but Program/Plan History has been changed</p>	<p>Escalate to Student Support: Dear ____, HQ ACES has reviewed your case and is escalating your case to Student Support for assistance. HQ ACES requests that Student Support remove the line of information dated ---MM/DD/YYYY-- in the Soldier's Program Plan History so that the school can post graduation to the line of information dated ---MM/DD/YYYY---. Please escalate this case to ---School--- to post graduation. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Degree Completed hold -Graduation has been reported</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES is escalating your case to your local Army Education Center. You have completed your ---Degree---. In order to remain eligible for Army Tuition Assistance your account must reflect that you are pursuing a higher level degree or an approved certificate program. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Graduation erroneously reported ** Must receive verification from school</p>	<p>Escalate to Student Support: Dear ____, HQ ACES has reviewed your case. HQ ACES has confirmed with your school that they erroneously reported your graduation date. HQ ACES is escalating your case to Student Support for assistance. HQ ACES requests that the Graduation Completed hold be removed and ---Soldier's--- Program Plan History status be changed to "Active in program" due to the ---Soldier--- not completing his degree as explained in the attached letter from the school. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Host-Nation Language / Cultural / History Courses

Tuition Assistance (TA) Exception to Policy (ETP) for Soldiers Stationed in Korea and Japan, dated 2 Apr 2015

FY 14 TA Policy FAQs Part 1-4, dated 12 Feb 2014

AR 621-5, dated 11 Jul 2006

Business Policies:

- Host-nation language courses are for Soldiers assigned OCONUS. Soldier may enroll in up to 15 SH of host-nation language courses when assigned OCONUS.
- Soldiers assigned OCONUS are exempted from the FY 2014 Tuition Assistance Policy change of a one year time in service requirement after completion of IET (AIT/ BOLC).
- USARPAC Soldier assigned to **Korea and Japan** are exempted from the one year time in service requirement after completion of IET (AIT/ BOLC) for Japanese / Korean history, language and cultural classes.
 - TA funded semester hours for the Korean/Japanese history, language and cultural classes will count against the Soldier’s fiscal year semester hour limit.
- Languages currently deemed by the Army to be in support of the Defense Language Transformation Roadmap may be TA eligible regardless of a Soldier’s education level. Soldiers should consult with the ESO regarding the policy and current languages covered by the provision.
- Resident courses- when Soldier is in TDY status providing sufficient time remains at TDY duty station to complete course.
- Accredited institution contracted with a learning network or courseware vendor to provide courses or training when:
 - Courses are part of a program appearing in the academic institution’s catalog.
 - Courses and grades reflected on the transcript are those of the academic institution’s curriculum.
 - Host Nation Language courses count towards TA GPA and fiscal year TA cap of 16 semester hours per fiscal year.

Description	Response
Host-Nation Language -Request for OCONUS orders	Request more info: Dear ____, HQ ACES has reviewed your case and is requesting more information. Please upload a copy of your orders that have assigned you Outside the Continental United States (OCONUS). Remember to black out all but the last four of your Social Security Number for security purposes. Note that this case will close automatically in 30 days if there is no activity, so please respond to the information request promptly. If you need further assistance, contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

<p>Host-Nation Language -Exempt from FY 14 TA policy change and semester hour limits</p>	<p>Close case: Dear ___, HQ ACES has reviewed this case. Soldiers may enroll in up to 15 SH of Host Nation Language (HNL) courses when assigned Outside the Continental United States (OCONUS). The Soldier must have orders that have placed them in the Host Nation. HNL courses do not count toward undergraduate/graduate semester hour limits; these courses will count against the 16 semester hour per fiscal year limit. Soldiers are exempted from the one year time in service requirement after the completion of IET (AIT/BOLC). Please note that officers will still incur an ADSO for these courses. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Host-Nation Cultural / History courses -Soldier not stationed in Korea or Japan</p>	<p>Close case: Dear ___, HQ ACES has reviewed this case. Currently your orders show you are assigned OCONUS; however, only Soldiers assigned to Korea or Japan are eligible for Host-Nation cultural / history courses. You are not TA eligible for the German History course. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Inter-Service Physician Assistance Program (IPAP)

Tuition Assistance (TA) Clarification for the Inter-Service Physician Assistant Program (IPAP), Dated 11 Feb 2013

Business Policies:

- The following courses are the prerequisites required to attending IPAP:

Course	Semester hours
English	6
Humanities/Social Sciences	6
Chemistry (Introductory/ Principles of Chemistry for non-Science majors will not qualify)	6
Human Anatomy	3
Human Physiology	3
College Algebra	3
Psychology	3

- Active Duty and Reserve Soldiers who possess either a bachelor's degree or a master's degree or who have reached the current semester hour limits at the undergraduate or graduate level must have all of their transcripts reviewed by Headquarters, U.S. Army Recruiting Command Health Services

Directorate (HQ USAREC HSD) or the University of Nebraska Medical Center (UNMC) to determine the specific academic prerequisites needed by the Soldier before attending IPAP.

- Army National Guard (ARNG) Soldiers who possess either a bachelor’s degree or a master’s degree or who have reached the current semester hour limits at the undergraduate or graduate level must submit all transcripts for evaluation and review through their State’s Specialty Branch Recruiter.

Description	Response
IPAP- Active Duty/Reserves	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. You will need to gather all of your college transcripts and email them to --- IPAP POC --- at ipap@usarec.army.mil for review. Headquarters, US Army Recruiting Command (HQ USAREC), Health Services Division (HSD) will review the Soldier’s application before attending the IPAP. After an academic review, the Soldier will receive notification from HQ USAREC HSD as to their application status. Please see the attached Tuition Assistance (TA) Clarification for Inter-Service Physician Assistant Program (IPAP) Information Paper, dated 6 Oct 2011, for more information. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Interactive Personnel Electronic Records (iPERMS)

Interactive Personnel Electronic Records Management System (iPERMS) is a system used by Soldiers and HR professionals to maintain a secure (PKI) record of a Soldier’s Official Military Personnel File (OMPF). It provides web-based access with a unified user interface that provides encrypted, end-to-end, secure, remote access to, input to, and retrieval of, documents from a Soldier’s Military Human Resource Record (MHRR) and DA photo.

Description	Response
Update GAE to reflect iPERMS	Close case: Dear ____, HQ ACES has reviewed your case. GoArmyEd only lists courses and/or degrees obtained by the use of the Army Tuition Assistance Program. iPERMS operates independently from GoArmyEd; therefore the systems will not always contain the same information. There is not a way to update GoArmyEd to reflect degrees obtained outside of the Tuition Assistance program as GoArmyEd’s only function is to track courses paid via Tuition Assistance or enrolled in through GoArmyEd. If you need further assistance, please contact your Army Education Center or the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

Integrated Total Army Database (ITAPDB) - Hold

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan2015

Supplemental Specification: TA Eligibility Matrix, Version 2.4, dated 13 Jun 2012

Business Policies:

- ITAPDB provides GoArmyEd a file that is imported daily to update Soldier personnel information in GoArmyEd.
- This hold **should not** be deferred
- The TA Eligibility Matrix document listed above is used to indicate which combinations of Duty Status Codes from ITAPDB codes are eligible for Active, Reserve and Guard TA, in addition to a review of a Soldier’s BASD, PEBD and ETS/ESA Dates, as the basis for the TA Eligibility (RSC) hold logic.
- The Soldier must contact his/her Unit Administrator to correct all personnel record information.

Description	Response
IRR Soldier, No orders to confirm	Close case: Dear ____, HQ ACES has reviewed your account. GoArmyEd relies solely on the Integrated Total Army Database (ITAPDB) information that is uploaded to our system on a daily basis. Based on your personnel record in ITAPDB, you are coded as V-1-L identifying you as IRR; therefore, you are not eligible for TA benefits. HQ ACES cannot over-write the data from ITAPDB. If this is incorrect, you will need your personnel status information updated. In the meantime, you will need to upload mobilization orders or other documentation to your eFile that reflects that you are eligible for TA benefits. Black out all but the last four of your SSN to protect your personal information. Once you have uploaded documents, you can open a new GoArmyEd Helpdesk case requesting they be reviewed. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
IRR Soldier but orders show active duty	Close case: Dear ____, HQ ACES has reviewed your account. GoArmyEd relies solely on the Integrated Total Army Database (ITAPDB) information that is uploaded to our system on a daily basis. HQ ACES does not have the ability to change your ITAPDB record. Currently, your Army Record Status Code is a 1 and your Control Group Code is an L. This combination states you are in the IRR and ineligible to request Army TA. If you were in the IRR and have been placed on Active Duty, you must go to your active duty personnel office to have your Record Status Code updated in eMILPO to reflect a 7 or an 8. If your PAC cannot change your Record Status Code, then you must contact your Reserve unit to have this done in RLAS. A Record Status Code of 7 or 8 combined with a Control Group Code of L will make your account TA eligible. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

ITAPDB hold-Reservist to Active Duty	Close case: Dear ____, HQ ACES has reviewed your case. Your current Control Group Code is “K- USAR Control Group (Annual Training).” Your status needs to be updated by your Unit’s Personnel Administration Center (PAC). Any updates to your Army Personnel Records are sent from ITAPDB to GoArmyEd. If your status changes as a result of these updates the hold will be lifted. Please work with your Unit Personnel Office to ensure your record is correct. Corrections to information in officer records must be done in the Total Office Personnel Management Information System (TOPMIS). All Soldier personnel data in GoArmyEd comes from a nightly feed from the Integrated Total Army Personnel Data Base (ITAPDB) system. After the data is corrected in the source system it will be sent to the appropriate TAPDB system and then to ITAPDB. Depending on the component, it may take up to four weeks for updates to appear in GoArmyEd. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
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Joint Services Transcript (JST)

Joint Services Transcript Home Page; Joint Services Transcript FAQ

Joint Services Transcript (JST) is the transcript that has replaced the Army/American Council on Education Registry Transcript System (AARTS). JST is an academically accepted document approved by the American Council on Education (ACE) to validate a service member's military occupational experience and training along with the corresponding ACE college credit recommendations.

Description	Response
I would like my military transcript sent to my school	Close case: Dear __, HQ ACES has reviewed your case. You will need to request for your JST to be sent to the school of your choice. JST is the Joint Services Transcript that has replaced the Army/American Council on Education Registry Transcript System (AARTS). JST is an academically accepted document approved by the American Council on Education (ACE) to validate a Service Member's military occupational experience and training along with the corresponding ACE college credit recommendations. You will need to log onto https://jst.doded.mil in order to register for your JST and to request it to be sent to your school. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
My school did not award credits for some of my military training	Close case: Dear __, HQ ACES has reviewed your case. It is up to each school to decide what ACE credit recommendations can be accepted, modified, or rejected. Whether an academic institution accepts the credit recommendations depends on its policies and procedures for transfer credit, your program of study, and your degree requirements. The Army cannot dictate to schools which credit recommendations to accept. HQ ACES recommends that you work with your school regarding the ACE credit recommendations on your Joint Services Transcript. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Legacy Data

- Legacy Data regards all education management systems prior to GoArmyEd i.e. EDMIS, ARNG, and WEBS. This information can be found within the Soldier’s GoArmyEd Record.
- All graded courses taken through GoArmyEd, EDMIS, iMARC and WEBS are included in the TA GPA and semester-hour limit
- Army Education Centers are responsible for editing legacy data entries. If an entry needs to be deleted, then it will have to be escalated to HQ ACES for Student Support for assistance.

EDMIS (Active Duty)

Education Management Information System (EDMIS) was used to manage Tuition Assistance for Active Duty Soldiers prior to GoArmyEd. In order to make changes to the EDMIS grades, the user must have the counselor, ESO or CE role.

Description	Response
EDMIS Grade Updates	Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case. In order to make changes to the EDMIS grades, the user must have the Counselor, ESO or CE role. You will need to go into GoArmyEd and under the Educational History, select the EDMIS link. If you have the correct user role, then the "Grade" field should be an editable field. You will need to locate the "---Grade---" grade that needs to be corrected and make the appropriate change in the "Grade" box. Once the change is made, select "Submit" at the bottom of the screen to complete the action. Please note that this change will not be reflected in the Soldier's TA GPA calculation. This will only be for viewing purposes. If you need further assistance, please contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

TA ARNG/iMARC (National Guard)

The Information Management and Reporting Center (iMARC) was used to manage the Tuition Assistance for Army National Guard (TA ARNG). The National Guard Education Center is responsible for making changes to TA ARNG data.

Description	Response
TA ARNG Grade Updates	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. --- Course Title --- were paid via TA ARNG / iMARC. Grades should be updated in the GoArmyEd portal under the Soldier Educational History within the ARNG Tab. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

WEBS (Army Reserve)

Web-Enabled Education Benefits System (WEBS) was used to manage Army Reserve Soldier’s Tuition Assistance.

Description	Response
WEBS Grade Updates	Escalate to Ed Center: Dear _____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. --- Course Title--- was paid via USAR / WEBS. Grades should be updated in the GoArmyEd portal under the Soldier Educational History within the WEBS Tab. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

LOI Course Enrollments

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

LOI-Invoicing Process for Tuition Assistance (TA) Funded Classes, Version 17, dated Mar 2015

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

LOI School Invoicing for Tuition Assistance (TA)-Funded Classes, Version 8, dated June 2014

Business Policies

- Soldiers register for courses through GoArmyEd. LOI schools upload courses and tuition costs to an online course schedule in GoArmyEd enabling them to search and register for the course through GoArmyEd without requiring Army Education Counselor review and approval and without requiring a Soldier to register for the course at the school.
- The school may open the enrollment window a maximum of 60 days before a course start date. Soldiers can verify the open/closed registration by reviewing the course schedule.
- The courses must fulfill the degree requirements.
- Soldiers must have enrolled in the course(s) prior to the course start date in order for the course to be TA funded.
- HQ ACES has requested that all Soldiers request TA at least 10 days in advance.
- Request for late enrollment does not meet criteria for an Exception to Policy.
 - LOI schools closing class enrollment prior to the start of the class does not meet criteria for an Exception to Policy if the Soldier did not request TA on time.

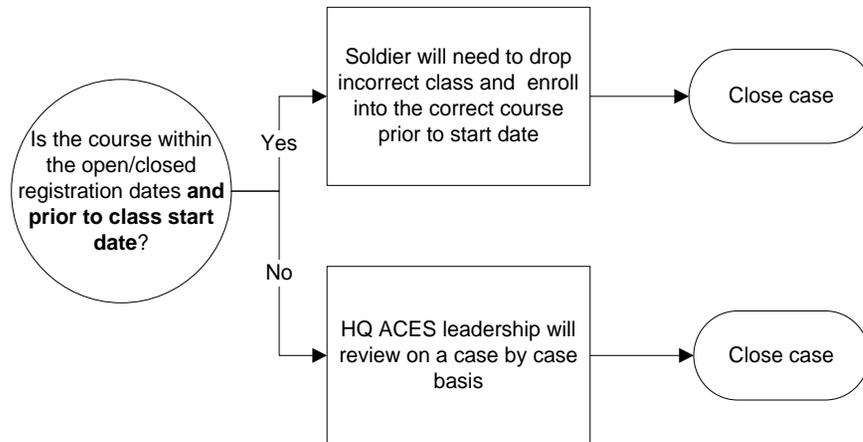
LOI Incorrect course

An incorrect course enrollment occurs when a Soldier selects the wrong course information e.g., wrong dates, wrong section number.

Use the following flow chart to resolve this issue.

Checklist:

- ✓ Check course schedule to verify open/closed registration dates



Description	Response
LOI incorrect course (drop/add) -prior to start date	Close case: Dear ____, HQ ACES has reviewed your case. Because it is prior to your course start date and your school still has the registration window open, you will need to drop the incorrect course and enroll into the correct course -- Course Title -- with a start date of ---MM/DD/YYYY---. Please note, TA must be requested and approved prior to the course start date with no exceptions made. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>LOI incorrect course (drop/add) -not within registration dates</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. Tuition Assistance (TA) is only authorized for the course on the approved TA Request. In this case, the school may bill the Army for the approved course, if it was taken by the student. If the Soldier does not have an authorized TA form for a course, then the Soldier should be billed directly. If the Soldier either did not register for and/ or did not take a course, the school may select a reduction reason of "Never Enrolled-No Cost" or "Drop/Withdrawal (No Cost)" during invoicing to cancel TA payment for this enrollment. To avoid this scenario in the future, the Soldier should ensure they receive Army approval for any course changes prior to the course start date. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>LOI school closed enrollment window prior to course start</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. Your request for enrollment is denied. As an LOI school, the -- School-- sets its own enrollment period; the Army cannot force schools to alter their enrollment periods. According to the latest TA SOU, TA must be requested and approved prior to the course start date with no exceptions made. HQ ACES has requested all Soldiers submit their TA requests or enroll in courses through GoArmyEd at least 10 days prior to the course start date. Many schools are adhering to this policy by closing the registration window prior to the course start date. Please note Soldiers have up to 60 days prior to a course start in which TA can be requested. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Incorrect Course Information

LOI Schools Course/Class Management Tool, Version 6, dated Mar 2014

Secure File Transfer Protocol Overview, Version 5, dated 13 Mar 2014

Business Policies

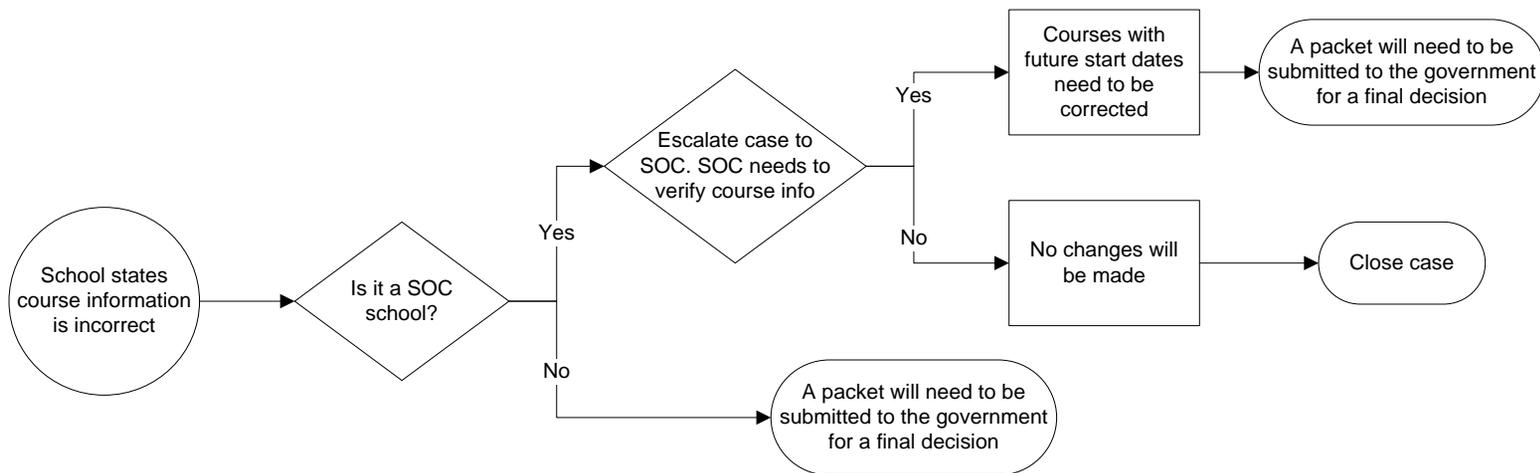
- After a school creates new courses and classes, the school should view their course report after submission to validate the data.
- As new courses are processed nightly, an error report is created. Schools are responsible for checking the directory on the FTP server for error reports and resolving any errors.
- Some fields on course and course entry screens may not be modified online by the school. A Helpdesk case must be created to modify those fields.
- A SOC school should work with SOC when changes need to be made.

**** IMPORTANT ****

- All changes to SOC LOI course information must be verified by SOC.
- The Government must make the final decision on whether changes will be made; therefore a TA Packet must be submitted for review. ****HQ ACES only****

Checklist:

- ✓ Verify the course start/end date
- ✓ Verify how many Soldiers are enrolled in the course



Description	Response
LOI incorrect semester hours -for open enrollment, within registration period	Escalate to Student Support: Dear ____, HQ ACES has reviewed your case and is escalating it to Student Support. Please assist the school with correcting the course credit for --- Course Title, Section number, and start date --- from --- #SH --- to --- #SH ---. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
LOI incorrect semester hours - Course has already started - Only correcting future instances and asking school for waiver	Escalate to Student Support: Dear ____, HQ ACES has reviewed your case and is escalating it to Student Support. --- School --- has entered course --- Course --- as "0" units. HQ ACES requests that Student Support correct future instances of this course to reflect "--- SH ---" units. HQ ACES respectfully requests for the school to issue a tuition waiver to the Soldier for --- Course --- with start date of --- MM/DD/YYYY --- due to the school erroneously entering "0" units resulting in \$0 Army Cost. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
LOI incorrect course credit -Prior Fiscal Year, course has ended -Call School for waiver	Close case: Dear ____, HQ ACES has reviewed your case. The school erroneously entered the incorrect semester hours as "--- SH ---" rather than "--- SH ---". Per phone conversation with --- School POC --- from --- College ---, the school will issue a tuition waiver. Please see your school POC further information regarding the waived tuition costs. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

Drop/Withdrawal (No Cost) by mistake

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

School Training Class Enrollment Process, Version 13, dated Nov 2014

LOI School Invoicing for Tuition Assistance (TA)-Funded Classes, Version 8, dated June 2014

Business Policies

- The amount a school will be paid for a dropped course is calculated using the date on which the course was dropped in GoArmyEd and is based on the refund schedule selected by to the school.

Description	Response
Billing Error-Drop/Withdrawal No Cost -Asking for School to issue Tuition Waiver **HQ ACES function** Need approval from Team Lead prior to asking for waiver	**HQ ACES function** Close case: Dear School POC , The School selected "Drop/Withdrawal No Cost", zeroing out the cost of --- Course Tile --- on GoArmyEd Invoice # --- Invoice ---. If this was done in error, HQ ACES respectfully requests for the school to issue a tuition waiver to the Soldier for --- Course Title ---. If you need further assistance, please contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Drop/Withdrawal (With Cost)

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

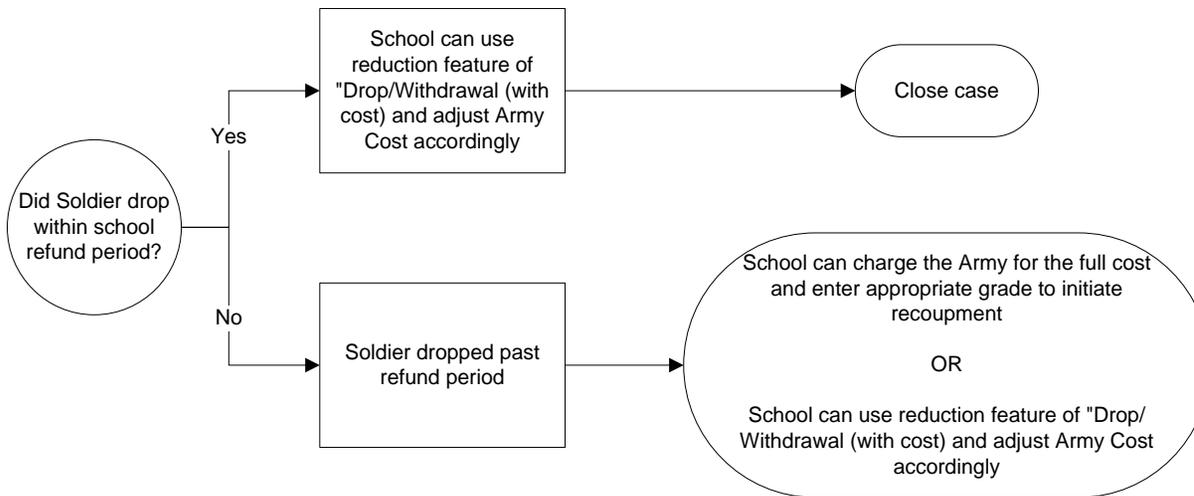
School Training Class Enrollment Process, Version 13, dated Nov 2014

LOI School Invoicing for Tuition Assistance (TA)-Funded Classes, Version 8, dated June 2014

Business Policies

- The amount a school will be paid for a dropped course is calculated using the date on which the course was dropped in GoArmyEd and is based on the refund schedule selected by the school.

Use the following flow chart to resolve the issue.



Description	Response
<p>Soldier dropped course with incurred cost -School reduced by mistake rather than charging the Army</p>	<p>Close case: Dear School POC, HQ ACES has reviewed this case. ---Soldier---had a course enrollment for ---Course Title--- with start date of ---MM/DD/YYYY---. Per school confirmation, the Soldier dropped the course on the ---?? Week--- of the course and the Soldier will be charged the amount of the course. HQ ACES will not re-open the invoicing queue due to the school mistakenly reducing the invoice. HQ ACES requests that ---Soldier--- be billed directly for the course costs. The ---Soldier's--- primary email address will be included in the resolution of this case so that he will be aware of the costs he is responsible for. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Soldier dropped course at school, but not in GoArmyEd and incurred cost -Instructions to school for reducing cost according to refund percentage.</p>	<p>Close case: Dear ---School POC---, HQ ACES has reviewed the GoArmyEd account of ---Soldier---. You stated that the Soldier dropped ---Course Title--- with start date of ---MM/DD/YYYY--- during the --- % --- refund period and you will be charging the Army for --- \$ --- for --- % --- of the tuition owed. The school has not submitted an invoice for this course. The school will need to use the Reduction feature using the Reduction Reason “Drop/Withdraw With Cost” to adjust costs downward on the invoice to equal --%--- of the tuition amount owed. Selecting this Reduction Reason will also automatically post a “W” grade for the course. You can use the attached step-by-step guide to the LOI-invoicing Process for Tuition Assistance (TA)-Funded Courses for assistance with this process. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p> <p>**Note that the bold print should be replaced with the appropriate information</p>

Payment Inquiry

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

School Training Class Enrollment Process, Version 13, dated Nov 2014

LOI School Invoicing for Tuition Assistance (TA)-Funded Classes, Version 8, dated June 2014

Business Policies:

- Enrollments must meet the following two criteria to be eligible for invoicing:
 - Course is greater than 19% complete in duration as of the first day of your school's monthly invoice window.
 - Course enrollment has not yet been invoiced, or the cost has been changed since the enrollment was invoiced.

Note: The cost of a course enrollment might change after it is originally invoiced. In that case, the enrollment will appear again on a future invoice. The invoice cost will be the difference between the amount previously invoiced and the updated cost. For example, if the cost of a course enrollment changes from \$700 to \$1,000, the invoice following the change will show an amount of \$300.

Description	Response
<p>Payment inquiry- not invoiced</p> <p>Course not billed, course was not available at time of school's last invoice submission</p>	<p>**Note that the bold print should be replaced with the appropriate information</p> <p>Close case: Dear ____, HQ ACES has reviewed your case. The course enrollment for ---Course--- with start date of --MM/DD/YYYY--- has an approved Army Cost of \$____. Courses do not become available for invoicing until they are 19% complete, based upon the start and end dates of the course. At the time of your school's invoicing period, your course was not yet available in the school's invoicing queue. Please contact your school representative for further payment information. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Payment Inquiry- Approved Invoice</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case.---School--- invoiced the Army for---Course--- on GoArmyEd Invoice # _____ in the amount of \$_____ for each course. This invoice was approved for payment by HQ ACES on ---MM/DD/YYYY---. Please contact your school Point of Contact for further payment information. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>LOI - Course drop after start date with no cost incurred:</p> <p>School inquires why there was no penalty charge incurred for Course dropped after start date</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. The Soldier dropped the course at --- 12:05am --- on --- 27 Aug 2012 ---. The percent of course attended to receive a --- 75% --- refund is set at --- 0.001% --- in GoArmyEd; therefore he did not incur any penalty charges. Please escalate a new GoArmyEd case if you have further questions. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Payment Inquiry- School has not received payment</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. ---School--- invoiced the Army for ---Course Title--- on GoArmyEd Invoice # ____ in the amount of \$____. This invoice was approved for payment by HQ ACES on ---MM/DD/YYYY---. Please contact your school Point of Contact to confirm if your school charged the government credit card. Army business procedures changed which now requires the school's GPC point of contact to select a link within the system generated email to obtain the information needed to process the transaction. If this was not done within seven days, the school point of contact must contact the government cardholder. The contact information is listed in the email. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

LOI Late Enrollment

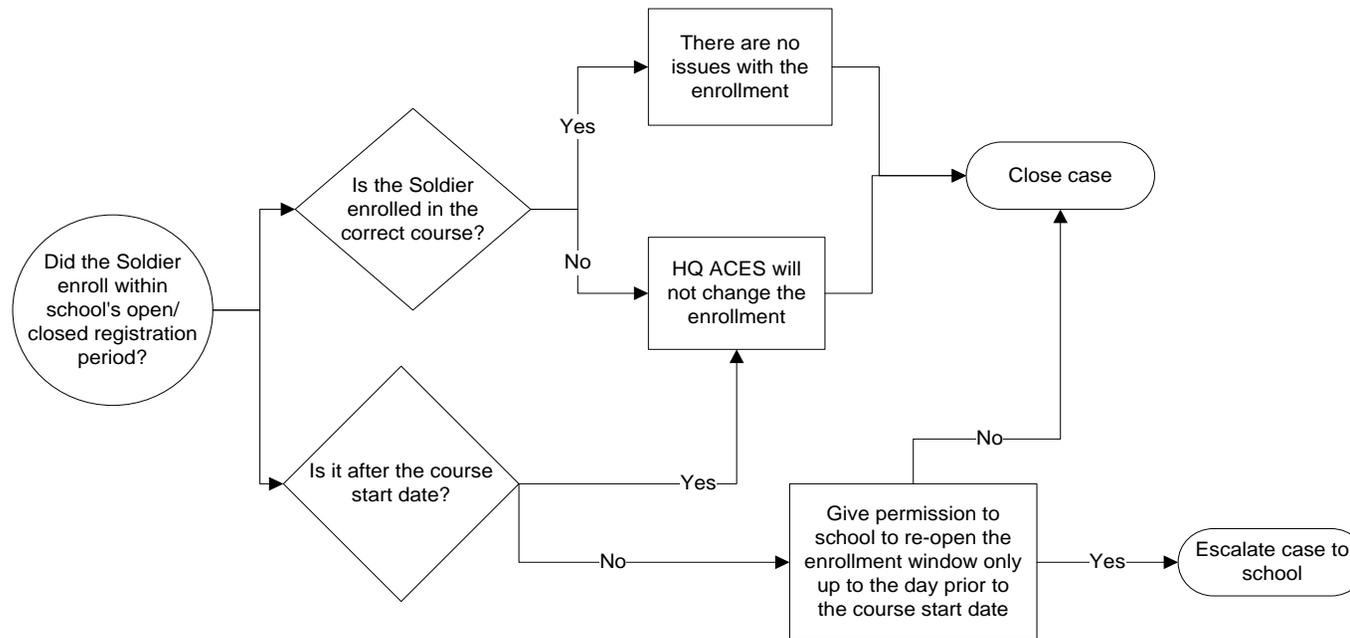
Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Business Policies:

- The school may open the enrollment window a maximum of 60 days before a course start date. Soldier can verify the open/closed registration by reviewing the course schedule.
- TA must be requested prior to the start date.
- Request for late enrollment does not meet criteria for an Exception to Policy.



Description	Response
<p>Late enrollment</p> <p>-HQ ACES will not enroll the Soldier</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has denied your request for late enrollment. -- Course began on – MM/DD/YYYY --, the enrollment window closed on – MM/DD/YYYY --. According to the latest TA SOU, TA must be requested prior to start date. If not requested within this time frame, the Soldier agrees to pay the cost of the tuition to the school. It is a Soldier’s responsibility to request TA through GoArmyEd in sufficient time to process and approve TA before course start. A Soldier can enroll in courses up to 60 days prior to the course start date. For future reference, consult with an Army Education Counselor as soon as possible if you have any questions or issues. If eligible, consider using an alternative funding source such as your GI Bill. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Late enrollment</p> <p>-Course enrollment override was needed</p> <p>-HQ ACES will not enroll the Soldier</p>	<p>Dear ____, HQ ACES has reviewed your case. ---- Course began on – MM/DD/YYYY --, the enrollment window closed on – MM/DD/YYYY --. According to the latest TA SOU, TA must be requested prior to the start date. If not requested within this time frame, the Soldier agrees to pay the cost of the tuition to the school. HQ ACES has denied your request for late enrollment in this case. It is a Soldier’s responsibility to request TA through GoArmyEd in sufficient time to process and approve TA before course start; this includes requesting a course enrollment override with enough time to be approved prior to the course start. A Soldier can enroll in courses up to 60 days prior to the course start date. For future reference, consult with an Army Education Counselor as soon as possible if you have any questions or issues. If eligible, consider using an alternative funding source such as your GI Bill. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Override not granted at time of TA approval</p> <p>Course will remain Student Funded</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. At the time of the TA Request submission a course enrollment override was not requested/granted to allow you to enroll in a course which was not listed on your degree plan. Documentation was not provided by you to your Education Counselor showing that ---Course Title--- was a required course. The course will remain Soldier funded. In the future please contact your Army Education Counselor for further information and assistance regarding a course enrollment override PRIOR to your course start. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Registration Rejection

School Training Class Enrollment Process, Version 13, dated Nov 2014

LOI Schools Course/Class Management Tool, Version 6, dated Mar 2014

- Use the above step-by-step guide to:
 - Reject course registration through GoArmyEd if the course **has not** reached 19% completion.
 - Process a student registration rejection exception through GoArmyEd after the student has dropped a course.

Rejecting a Course from an Invoice

LOI Schools Course/Class Management Tool, Version 6, dated Mar 2014

LOI School Invoicing for Tuition Assistance (TA)-Funded Classes, Version 8, dated June 2014

Use the above step-by-step guides to:

- Reject a course that has reached 19% completion.
- If the school is preparing the invoice and will not be charging the Army, then the school should use the reduction reason of “Drop/Withdrawal (No Cost)” or “Never enrolled (No Cost).”
- If the school is not going to submit their invoice yet, then the school can use the “Remove” button on the invoice. This is a two-step process:
 - 1) Remove the line item from the invoice to make the course immediately available for rejection.
 - 2) The Course Administrator can use either the Registration Rejections page or the Registration Exceptions page to process the rejection.
Refund Previously Approved Invoice

Business Polices:

- Schools have the ability to refund an invoice line item that has already been paid by the Army and add as a debit to the next school invoice(s).
- Only previously approved invoiced rows will be available to be refunded.
- The refund amount cannot exceed the amount previously paid for the line item.
- A school can only submit a refund once the course is complete.
- Schools can only apply one refund per course. If the school wants to apply another discount, create a Customer Relationship Management Helpdesk case to the Army for review.
- When a refund line item is submitted and subsequently approved by the Army, funds will then be restored to the student’s ceiling.
- A school can only refund an enrollment whose course end date is within the last two years.

Description	Response
<p>How to refund a previously approved invoice</p>	<p>Contact school and close case: Dear School POC, HQ ACES has reviewed your case and the GoArmyEd account of --Soldier (Last 4) ---. The school has the ability to reduce the Army Cost after invoicing by selecting the "Refund Previously Approved Invoice" link under the School Resources section of GoArmyEd. The school may reduce the amount payable to Army by selecting a reduction reason and entering the amount of the reduction to Army Cost. This will generate a credit line item available to the school for invoicing at the start of your next billing cycle. To avoid this scenario in the future, the school should ensure they carefully review school records prior to invoicing Army. The school should bill Army in accordance with school refund policies and not charge for courses that were never enrolled in, cancelled, or dropped prior to the start date and/or add-drop period. I have attached the step-by-step guide to refunding a previously approved invoice. If you need further assistance, contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>School wants to refund GAE by paper refund check</p> <p>**Note: If the school has a GPC Exemption, the school can refund via paper check.</p>	<p>Contact school and close case: Dear ____, Army Education-Headquarters is not able to accept a paper refund check. Any course which is approved for payment via GoArmyEd invoice should also be processed as a refund within the GoArmyEd portal. A refund can be processed by a school using the "Refund Previously Approved Invoice" feature in GoArmyEd. I have attached the invoicing and refund instructions for your review. The refund process is a two-step process. First, the school should use the "Refund Previously Approved Invoice" feature following the instructions attached. This step will create a refund row or negative line item in the school's invoice queue. Note: It will take 24 hours after using the refund feature for the negative line to show in the school's invoice queue. Second, the school will validate the refund row/negative line in the invoice queue along with all other courses being billed and the refund amount will be reduced from the school's next invoice submission. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Rejected by mistake

School Training Class Enrollment Process, Version 13, dated Nov 2014

LOI School Invoicing for Tuition Assistance (TA)-Funded Classes, Version 8, dated June 2014

Business Polices

- If a school is aware of data inaccuracies in an invoice line item but submits that line item on an invoice, the result can be an overcharge to the government and the school can be in violation of federal laws and regulations governing the presentation of false claims for payment.
- The school should open a Customer Relationship Management Helpdesk case for assistance with the rejection.

Description	Response
LOI change status from "Rejected" to "Approved"	Escalate to Student Support with Government approval: Dear ____, HQ ACES is escalating this case to Student Support for assistance with changing the Course Enrollment for --- Course title, section number, start/end date --- from rejected to approved. This action will result in a Final Army Cost \$____. We appreciate your patience while this process is completed. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
LOI change status from "Rejected" to "Approved" -Request from school -Prior fiscal year -HQ ACES will not re-approve ** HQ ACES function**	** HQ ACES function** Escalate to SOC: Dear School POC , HQ ACES has reviewed this case and is escalating it to SOC for assistance. --- Soldier ---had a course enrollment for --- Course title, section number, start/end date --- with start date of --- MM/DD/YYYY ---. HQ ACES verified that the school reduced the TA for course --- Course Title --- down to zero dollars on invoice # ____ with a reduction reason of "Drop/Withdrawal No Cost." HQ ACES will not re-open the invoicing queue due to the school mistakenly reducing the invoice. This course is from a prior fiscal year and those funds are longer available. HQ ACES respectfully requests that SOC please work with the school in order to provide --- Soldier --- a tuition waiver for this course due to the school's error. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Soldier-Funded Courses

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

AR 621-5, dated 11 Jul 2006

Courses become Soldier-Funded due to various reasons such as a CR 252 error, missing documentation, incorrect data entry, courses not listed on degree plan among others. Use the following resources to determine why a course is Soldier-Funded.

- TA Policy information can be found at www.GoArmyEd.com>Login>ACES Resources>Aces Communication>Education Policy Documents
- CR 252 Refund Behavior - Scenarios in which enrollments of the course is changed due to a GoArmyEd system error. CR 252 Refund Behavior document can be found in the GoArmyEd Policy binder. These scenarios need to be verified by Student Support.

- Some examples of a CR 252 are, but are not limited to:
 - LOI course cost change
 - Soldier changes from out-of-state to in-state residency changes
 - Soldier withdraws after the start of the refund schedule and a partial refund is available

Note: **LOI Course Enrollments will receive an error message of “YOU MUST PAY” when a course will be Soldier-Funded. After the Soldier selects “I Agree to Pay” button, then the next screen shows why they have to pay and the Soldier has to concur a second time to pay before the enrollment is processed and sent to the school.

Description	Response
LOI Course not on Degree Plan - LOI fully developed Degree Plan - Prerequisite - Override would have been needed	Close case: Dear ____, HQ ACES has reviewed your case. Tuition Assistance was requested for course --- Course Title (Start date) --- on --- Date of TA submission ---. Since you are currently enrolled in a fully developed degree plan you must request TA for those specific courses. If you request a course that is not on your degree plan it will automatically be Soldier funded. In the future if your school approves a course that is not on your degree plan but is a prerequisite, then contact your Army Education Counselor for information and assistance for a course override PRIOR to enrollment. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Reached 16 semester hour TA Cap	Dear ____, HQ ACES has reviewed this case. At this time you have met your 16 semester hour annual TA cap and therefore any additional courses you enroll in will be Student Funded. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Soldier selected “Self Pay” -Requesting course to be changed to “TA Funded”	Close case: Dear ____, HQ ACES has reviewed your case. At the time you requested tuition assistance (TA) for course -- Course Title (Start date) --- on --- Date of TA submission ---, you selected the course as “Student Funded”. You were notified why the course would be Student Funded. You agreed to the course being self-funded when you confirmed on two occasions by selecting the “I AGREE TO PAY” to complete the enrollment. HQ ACES denies your request for the course to be changed to TA funded. It is a Soldier’s responsibility to request TA through GoArmyEd in sufficient time to process and approve TA before course start. A Soldier can enroll in courses up to 60 days prior to the course start date. For future reference, consult with an Army Education Counselor as soon as possible if you have any questions or issues. If you need further assistance, please contact your Army Education Center or the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

Withdrawal for Military Reasons (WM)

Army Continuing Education System (ACES) After-the-Fact Withdrawal for Military (WM) Reasons, Version 9, dated Jan 2015

Military Withdrawal Hold Policy, dated 26 Mar 2014

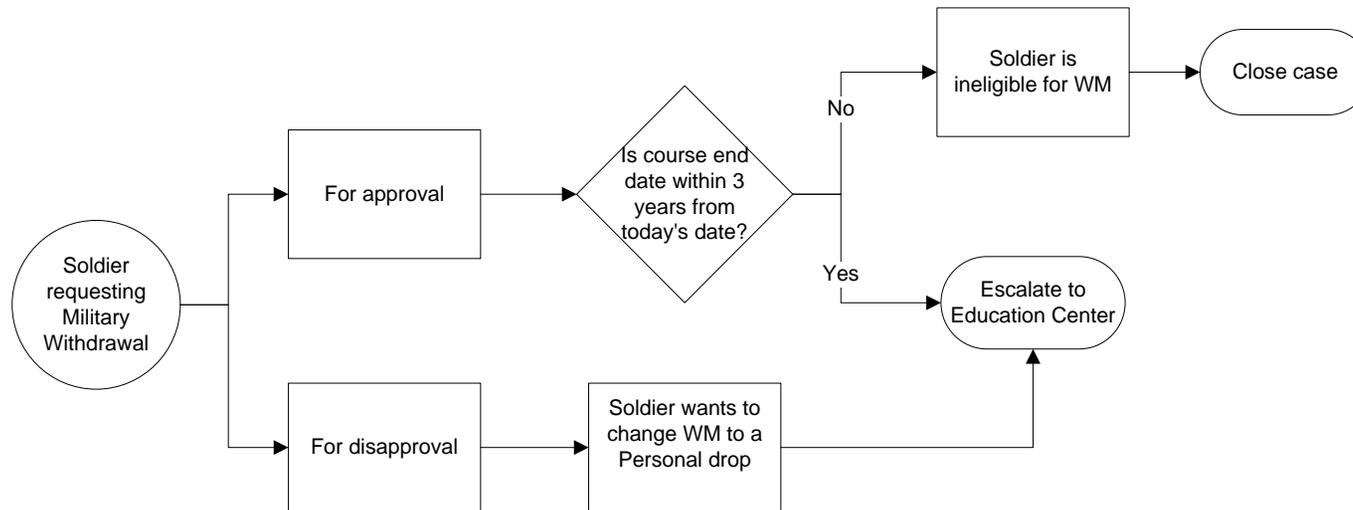
Soldiers Withdraw from a Class, Version 1, dated 1 Mar 2014

- The functionality is available to those with the ESO role (i.e., those with access to approve on-post courses) for making a determination on requests for after-the-fact military withdrawals for LOI and Non-LOI courses, and for processing them in the portal.
- A WM cannot be granted on behalf of a Soldier for courses older than three years from the course end date.
- Drops are not permitted after the course end date for LOI courses and both LOI and Non-LOI for graded courses. Soldiers must contact their Army Education Counselors if they still have questions, and if they qualify for after-the-fact military withdrawals.
- Soldiers MUST complete the "Request for TA Recoupment Waiver – Withdrawal for (WM) Military Reasons" form signed by the Battalion Commander, first LTC in the chain of command, or if they are in the National Guard or Reserve Component, by the Unit Commander for the dropped course. Note: If withdrawing from more than one course for the same WM reason, the courses can be listed on one signed Request for TA Recoupment Waiver – Withdrawal for (WM) Military Reasons Form.
- The signed waiver form must be uploaded to the eFile tab of the Soldier's GoArmyEd Student Record using the "Other" transaction type.
- If denying the WM request, select the "Withdrawal – Personal Reasons" which will trigger the recoupment process.
- A hold is applied to a Soldier's GoArmyEd account upon approval of a second WM request. The hold can be retained, deferred or removed by an Army Education Counselor after consultation with the Soldier. This hold will not automatically be released upon the new fiscal year.

Use the following flow chart to resolve a Military Withdrawal (WM)

Checklist:

- ✓ Verify if Soldier is eligible for WM



	Response
Requesting Military Withdrawal (WM)	Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case. If you wish for a military withdrawal (WM), please process the case with guidance from attached document regarding WM cases. WM's must be processed at the Army Education Center. The ESO will determine if your WM Request is approved or denied. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Military Withdrawal for medical reasons **only with government approval	Escalate to Ed Center: Dear ____, HQ ACES can fix the grade for this course, however if Soldier dropped for unforeseen medical reasons, he may be eligible for a withdrawal for military reasons. According to Withdrawals for Military Reason (WM) guidance, "A justification for WM must explicitly state the reason for military withdrawal, i.e., unanticipated or unscheduled military duties, emergency leave, illness, or hospitalization. It must clearly demonstrate that the Soldier could not have foreseen the reasons/events prior to the start date of the course." HQ ACES request Army Education Counselor to contact the Soldier to see if a WM would be justifiable in this case in order to cancel any recoupment actions, remove course from calculation into the TA GPA, and eliminate unnecessary use of hours counted toward the Soldier's Semester Hour Limit. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>Requesting Military Withdrawal (WM) for course - Past 3 years from course end date **review soldier's record if WM process was ever initiated prior to 3 year cut-off date.</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed your account. Unfortunately, a Military Withdrawal (WM) must be processed no later than three (3) years from the end of the course. The course you are inquiring about has a start/end date of ---MM/DD/YYYY - MM/DD/YYYY---; therefore the course is not eligible for a WM and it cannot be removed from your GoArmyEd account. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Change Military Withdrawal (WM) to personal drop</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case. This case is being escalated to your Army Education Center. In order for the Military Withdrawal (WM) to be changed to a personal drop, the Education Counselor needs to disapprove the WM. The WM will automatically become a Withdrawal - Personal Reasons and a recoupment will be initiated. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Soldier's GoArmyEd account on hold for WM</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case. GoArmyEd accounts will go on hold after having two approved Military Withdrawals (WM). This hold will remain on the account until the Soldier contacts his or her Army Education Counselor for review of this hold. An Army Education Counselor will be able to defer or lift the hold if he or she feels the Soldier has been properly counseled and is able to successfully complete courses at the present time. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Can an ESO approve more than 2 WMs within a FY?</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. Soldiers' GoArmyEd accounts that have at least two approved Military Withdrawals (WM), will be placed on hold. This hold will remain on the account until the Soldier contacts his or her Army Education Counselor for review of this hold. An Army Education Counselor will be able to defer or lift the WM hold if the Education Counselor feels the Soldier has been properly counseled and is able to successfully complete courses at the present time. This hold will not automatically be lifted in GoArmyEd upon the new fiscal year. The ESO will still have the ability to approve more than two WM requests for the Soldier regardless of this hold. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Non-LOI TA Requests

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

How to Enroll into Classes Using the Course Planner, Version 4, dated Jan 2015

Army Continuing Education System (ACES) How to Review a Soldier's Course Planner, Version 5, dated Jan 2015

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Army Continuing Education System (ACES) Processing a Non-LOI (Letter of Instruction) Request Tuition Assistance (TA) Form (CE Only), Version 13, dated Nov 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies

- **Non-LOI - Process a TA Request in GoArmyEd:** The majority of Non-LOI schools do not upload courses and tuition costs into the GoArmyEd system. Unless a Non-LOI school has been granted permission to upload course information and tuition costs into the GoArmyEd system, Soldiers must manually enter the course and tuition cost information on a TA Request Form in GoArmyEd. The TA Request Form must receive Army Education Certifying Enrollment Official (CE) or home school approval. Soldiers are required to attach documentation showing the breakdown of tuition cost and fees for the course(s) in order to submit the TA Request Form for approval. Valid cost verification WILL include the following: an itemized receipt or screenshot from the Soldier's online account with the school, a current itemized invoice from the school, and/or a statement of tuition costs specific to the Soldier's enrollment or account with the school. Tuition and fees must be listed separately. The course start/end date and number of credit hours are required for each request.
- After providing the school the approved Army Tuition Assistance Authorization Form, Soldiers then register for the course directly with the school.
 - According to the Statement of Understanding, a Soldier must request TA and have TA approved through GoArmyEd prior to the start date of the class. (HQ ACES has requested that all Soldiers request TA at least 10 days prior to course start.)
 - A Soldier has up to the day prior to course start date to create a TA Request and / or change a TA Request status from "rejected" to "pending."
- HQ ACES and Army Education Counselors with the Certifying Enrollments (CE) Role have the ability to make changes to a Non-LOI Tuition Assistance Request in pending status; Counselors have the ability to change the course end date.
- The enrollment window is open 60 days before a course start date.
- The courses must be listed on the Soldier's documented degree plan and/or Course Planner.

****Important** HQ ACES business policies regarding Non-LOI TA Requests corrections:**

All changes are for instances where a Non-LOI TA request is or has been previously approved.

If the school's invoicing queue is closed or if the course began during a prior fiscal year, the case must be escalated to HQ ACES for review.

Changes to the course title block to reflect the correct course/catalog number should only be used to correct errors in the course/catalog number, not to switch courses. For example, it is okay to change from ENG 101/Introductory English to ENG 102/Introductory English, not ENG 101/Introductory English to ENG 230/European Literature. Note that these changes are based on school approval.

HQ ACES will not consider cases requesting re-approval of a TA Request that will ultimately result in recoupment. In cases such as these, the school will be instructed to seek payment from the Soldier.

When NON-LOI schools should reject a TA form: Rejection of an approved TA request will unobligate all associated funds and return these funds back to the Soldier's FY TA or semester hour ceiling. Schools should only reject a TA Request if they do not wish to receive payment from the Army for the course listed on the TA request or they are actively working with ACES personnel to correct a TA Request Form.

When NON-LOI schools should use the Refund Previously Approved Invoice Feature: The refund previously approved invoice feature is only functional after the course end date and if there was not a previous reduction.

When NON-LOI schools should reduce on an invoice: The reduction feature should be used if the TA form has been approved for more than the actual tuition, when a Soldier drops a course and incurs partial cost, or the school wishes to reduce for another reason such as scholarships or grants.

Dropped by Mistake

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Army Continuing Education System (ACES) Processing a Non-LOI (Letter of Instruction) Request Tuition Assistance (TA) Form (CE Only), Version 13, dated Nov 2014

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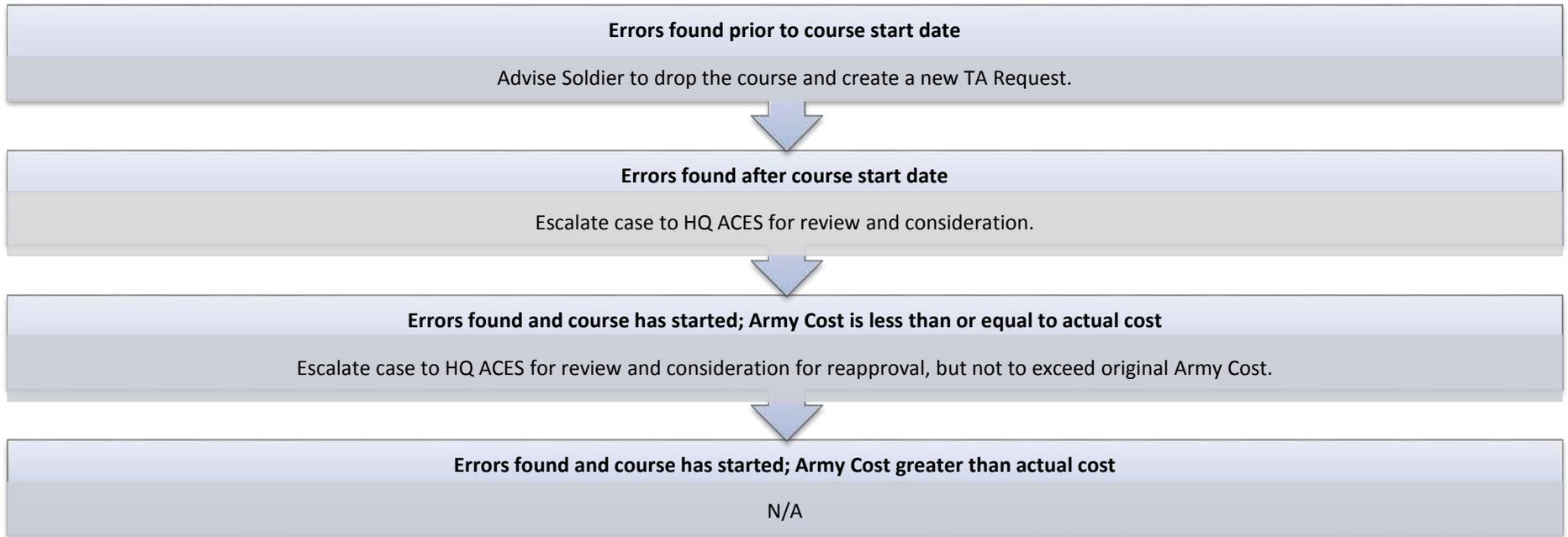
PLEASE DO NOT PRINT THIS DOCUMENT.

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3, Effective 7 Jul 2014, dated 5 Aug 2014
Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Polices:

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Use the following timeline for Non-LOI TA Request Correction Business Rules to determine the course of action for a TA Request dropped by mistake:



Description	Response
Billing Error- Drop/Withdrawal No Cost -Asking for School to issue Waiver **HQ ACES Function-Need approval from Team Lead prior to asking for waiver	Close Case: Dear ____, HQACES verified that the school reduced the TA for course ---Course Title--- to zero dollars on invoice # _____with a reduction reason of "---Reduction Reason---." This invoice was approved for payment on ---MM/DD/YYYY---, removing all funding and semester hours for this course from the Soldier's fiscal year ceiling allotment. The course began on ---MM/DD/YYYY---, which is a prior fiscal year; the funding for this fiscal year is no longer available for allotment to the course. HQACES respectfully request the school to issue a tuition waiver for this course due to the school's billing error. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Dropped After Start Date

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Army Continuing Education System (ACES) Processing a Non-LOI (Letter of Instruction) Request Tuition Assistance (TA) Form (CE Only), Version 13, dated Nov 2014

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Description	Response
Course Drop after start date- Solider on hold- waiting for school to invoice for \$0 or remove/reject	Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance. A "Course Drop After Start Date" hold cannot be removed from a GoArmyEd account once it has been placed until the hold is resolved. The school must reduce the cost of or reject the course(s) by invoicing \$0 for the "dropped" course(s). Once the school has taken this action, the hold will automatically be removed. Education Counselors may defer the hold to allow the soldier to re-apply for TA. Please note if the school chooses to invoice the Army for the course(s) the Soldier will subject to recoupment. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Fees

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Description	Response
<p>Soldier calculated fees into Unit Cost on Non-LOI TA Request Form- TA Request was corrected by CE prior to approval</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. You inquired as to why the amount on your Non-LOI TA Request was lower than what you had entered. Effective 1 Oct 2014, the Army no longer pays any fees of any type to include instructional fees. TA is only authorized for up to \$250 per semester hour for the tuition your school charges. The CE approving your TA request made the necessary adjustments in accordance with TA policy in order to approve your TA request. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Incorrect end date

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Army Continuing Education System (ACES) Processing a Non-LOI (Letter of Instruction) Request Tuition Assistance (TA) Form (CE Only), Version 13, dated Nov 2014

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

- A CE can edit the course end date field at any time. Escalate to the education center asking the CE to correct the course end date.
- Note that courses over 1 year in length are not eligible for Tuition Assistance.
- The end date should only be changed in the instance of a typo and must be changed according to the Soldier’s original course schedule.
- The end date should not be changed in the case of a course extension in avoidance on an “I” grade.

Description	Response
<p>Non-LOI End Date Change Request</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. ACES users with the Certifying Enrollments (CE) Role have the ability to edit the course end date field on the TA Request at any time. HQ ACES request the CE at ---Ed Center--- correct the end date for ---Course Title---. To avoid this scenario in the future, the Soldier should ensure that all information on the TA Request is accurate PRIOR to submitting the TA Request for approval. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>

Non-LOI End Date Change Request- cost verification does not match TA request	Close case: Dear _____, HQ ACES has reviewed your case. HQ ACES will not change the end date for course--- Course Title--- . The course verification documents that were provided at the time of the TA Request Form submission validate the current end date listed on the approved TA request. HQ ACES understands that the school may grant additional time to complete a course, but GoArmyEd operates independently from the school's extended timeframe to make up a course. The Soldier is responsible for completing the course within 120 days of the course end date and will be recouped if s/he fails to do so. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
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Incorrect Course Title

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Army Continuing Education System (ACES) Processing a Non-LOI (Letter of Instruction) Request Tuition Assistance (TA) Form (CE Only), Version 13, dated Nov 2014

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

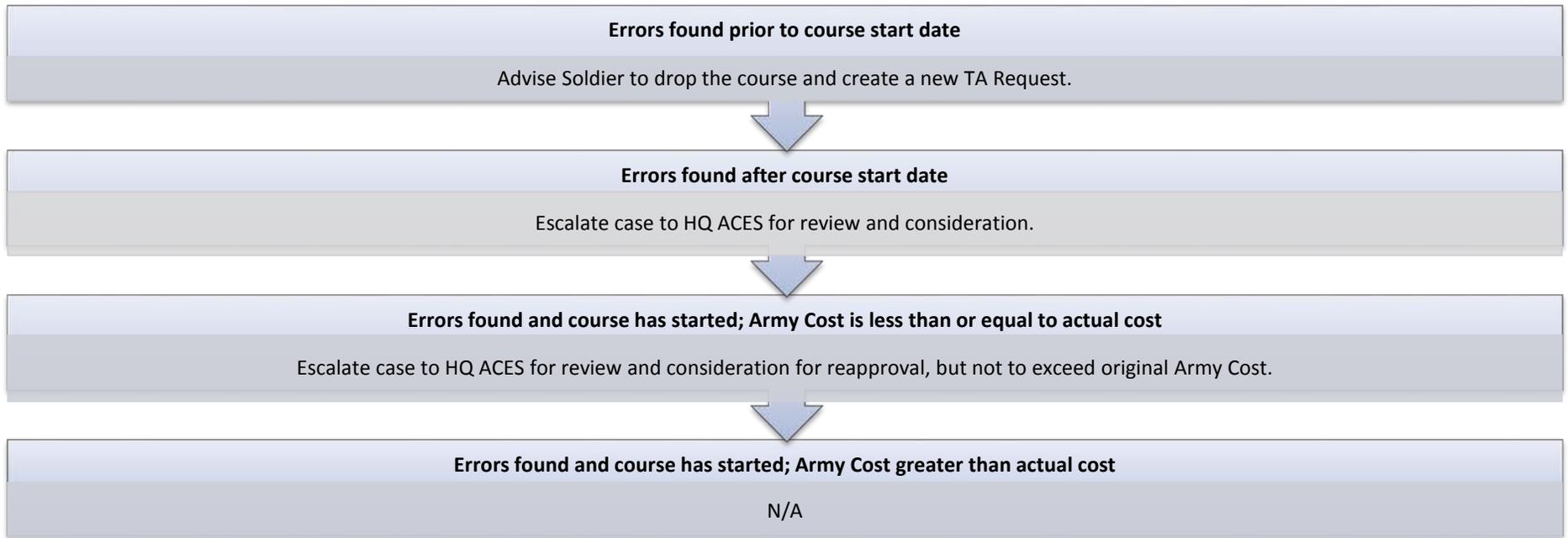
Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

- Upon the implementation of the Course Planner, a CE can no longer edit the course title field once the Soldier's Course Planner has been approved and TA requested through the Course Planner. These GoArmyEd Helpdesk cases will need to be escalated to HQ ACES for review and/or correction of the TA request.
- * Correction of the course title field will ONLY be considered to correct errors in the course/catalog number, not to switch courses. For example a correction to change ENG 101/Introductory English to ENG 101/Freshman English is okay, not ENG 101/Introductory English to ENG 230/European Literature.
- * These changes are based up on school approval.
- * Changes to a TA request for a prior fiscal year will be considered by HQ ACES on a case by case basis.

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Use the following timeline for Non-LOI TA Request Correction Business Rules to determine the course of action for a TA Request with incorrect Course Title:



Description	Response
<p>Non-LOI - Correction of Course Title/Catalog Number- Soldier enrolled through Course Planner</p> <p>**Only use for typo errors</p> <p>**HQ ACES function only**</p>	<p>**HQ ACES Function**Close case: Dear ____, HQ ACES has reviewed your case. The course title field for "---Catalog Number--Course Title---" has been corrected to reflect the correct course information of "---Catalog Number--Course Title---." To avoid this scenario in the future, the Soldier should ensure that all information on the TA Request is accurate PRIOR to submitting the TA Request for approval. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Non-LOI Drop/add Change Course completely on TA Request- or "after the fact TA"</p>	<p>Close case: Dear ____, Tuition assistance (TA) is only authorized for the course on the TA Request. In this case, the school may bill the Army for the approved courses, if they were taken by the student. If the Soldier does not have an authorized TA form for the correct course, they should be billed directly. If the Soldier either did not register for or did not take a course, the school may select a reduction reason of "Never Enrolled-No Cost" or "Drop/Withdrawal (No Cost)" during invoicing to cancel TA payment for this enrollment. To avoid this scenario in the future, the Soldier should ensure they receive Army approval for any course changes PRIOR to the start date of the course. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Incorrect Course Number

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Army Continuing Education System (ACES) Processing a Non-LOI (Letter of Instruction) Request Tuition Assistance (TA) Form (CE Only), Version 13, dated Nov 2014

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

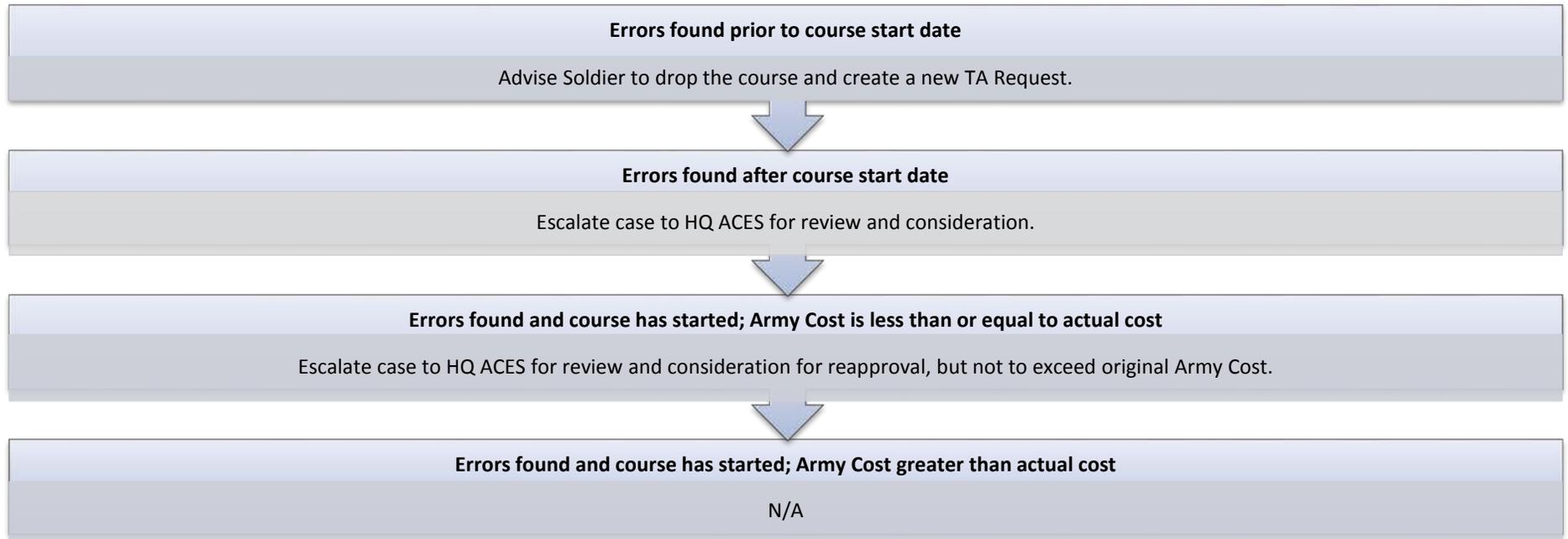
Table of Contents is hyperlinked to each page of the document.

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[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

- Upon the implementation of the Course Planner, a CE can no longer edit the course title field once the Soldier's Course Planner has been approved and TA requested through the Course Planner. These cases will need to be escalated to HQ ACES for review and/or correction of the TA request.
- * Correction of the course title field will ONLY be considered to correct errors in the course/catalog number, not to switch courses. For example a correction to change ENG 101/Introductory English to ENG 101/Freshman English is okay, not ENG 101/Introductory English to ENG 230/European Literature.
- * These changes are based up on school approval.
- * Changes to a TA request for a prior fiscal year will be considered by HQ ACES on a case by case basis.

Use the following timeline for Non-LOI TA Request Corrections to determine the course of action for an incorrect course number:



Description	Response
<p>Non-LOI - Correction of Course Title/Catalog Number- Soldier enrolled through Course Planner</p> <p>**Only use for typo errors</p> <p>**HQ ACES function only**</p>	<p>**HQ ACES Function**Close case: Dear ____, HQ ACES has reviewed your case. The course title field for "---Catalog Number--Course Title---" has been corrected to reflect the correct course information of "---Catalog Number--Course Title---." Please note this is a onetime exception. To avoid this scenario in the future, the Soldier should ensure that all information on the TA Request is accurate PRIOR to submitting the TA Request for approval. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Non-LOI Drop/add Change Course completely on TA Request- or "after the fact TA"</p>	<p>Close case: Dear ____, Tuition assistance (TA) is only authorized for the course on the approved TA Request. In this case, the school may bill the Army for the approved courses, if they were taken by the student. If the Soldier does not have an authorized TA form for the correct course, they should be billed directly. If the Soldier either did not register for or did not take a course, the school may select a reduction reason of "Never Enrolled-No Cost" or "Drop/Withdrawal (No Cost)" during invoicing to cancel TA payment for this enrollment. To avoid this scenario in the future, the Soldier should ensure they receive Army approval for any course changes PRIOR to the start date of the course. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Table of Contents is hyperlinked to each page of the document.

PLEASE DO NOT PRINT THIS DOCUMENT.

Incorrect start date

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

Army Continuing Education System (ACES) Processing a Non-LOI (Letter of Instruction) Request Tuition Assistance (TA) Form (CE Only), Version 13, dated Nov 2014

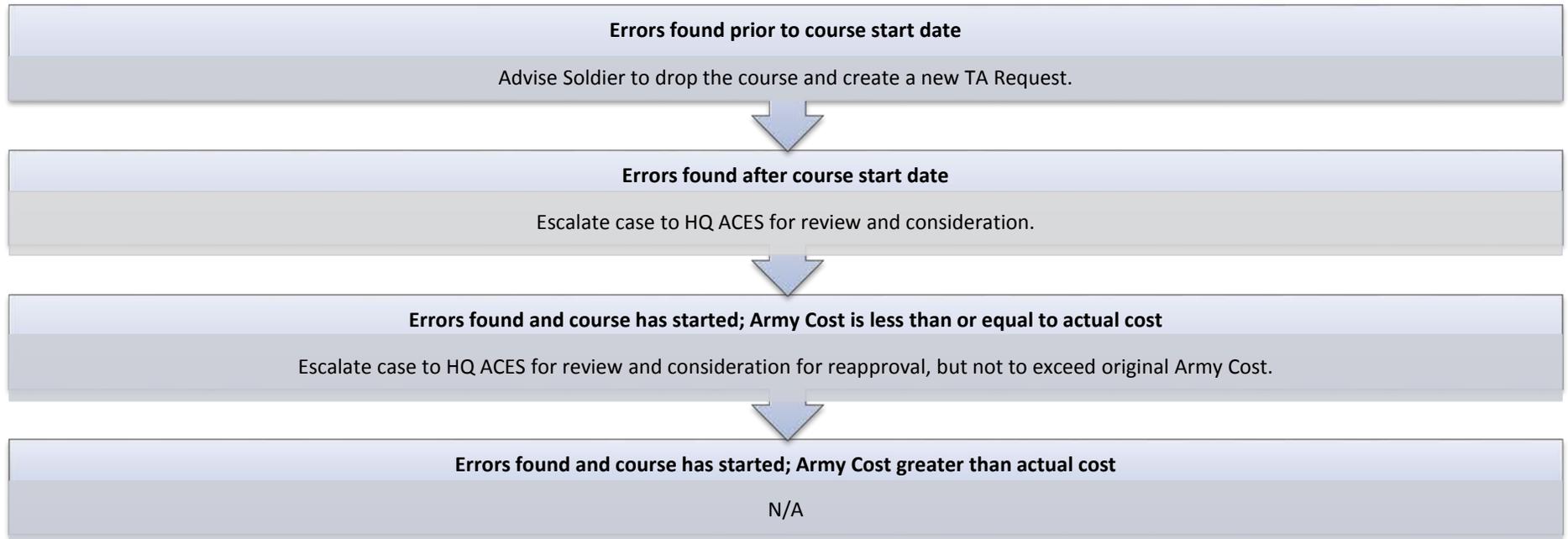
Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Use the following timeline for Non-LOI TA Request Correction Business Rules to determine the course of action for an incorrect start date:



Description	Response
<p>Non-LOI school incorrect start date</p> <p>**HQ ACES Function** Must verify with Team Lead to use this response</p>	<p>**HQ ACES Function**Close case: Dear____, HQ ACES has reviewed your case. The course enrollment for ---Course Title--- with start date of ---MM/DD/YYYY--- is available for invoicing for an approved Army Cost of \$____. The incorrect start date for this individual course does not have a substantial effect on the invoicing process; therefore HQ ACES will not correct the course start date due to the school pushing back the start date at the school. It is at the school’s discretion to invoice for the course as the school has submitted the course information. To avoid this scenario in the future, the school should ensure the course information is entered correctly into GoArmyEd. If you need further assistance, contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>

<p>Non-LOI - Soldier falsified dates to submit TA</p> <p>-One-time exception</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. You submitted TA requests with false start date(s) as verified by your Army Education Counselor and/or course verification documents. HQ ACES has also contacted ---School--- to verify the start dates and found that the ---Course Title--- started on ---MM/DD/YYYY---. HQ ACES is granting a one-time exception for the school to leave this course enrollment as it is and enter a grade for the Soldier for the incorrect dates. Please note that in the future submitting a TA Request with false start dates will result in TA requests being automatically rejected. It is a Soldier's responsibility to request TA through GoArmyEd in sufficient time to process and approve TA before course start. A Soldier can enroll in courses up to 60 days prior to the course start date. For future reference, consult with an Army Education Counselor to verify status and for all needed documentation. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Non-LOI TA Request rejected for falsified dates -</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. You submitted TA requests with false start date(s) as verified by your Army Education Counselor and/or course verification documents. HQ ACES has also contacted ---School--- to verify the start dates and found that the ---Course Title--- started on ---MM/DD/YYYY---. It is a Soldier's responsibility to request TA through GoArmyEd in sufficient time to process and approve TA before course start. A Soldier can enroll in courses up to 60 days prior to the course start date. For future reference, consult with an Army Education Counselor to verify status and for all needed documentation. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Request TA more than 60 days prior to Start Date</p>	<p>Close case: Dear ____, GoArmyEd logic will not allow a Soldier to request Tuition Assistance (TA) more than 60 days prior to the start date of a course. You will need to request TA once the course start date is inside this timeframe. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Incorrect Unit Cost/Changes to Army Cost

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

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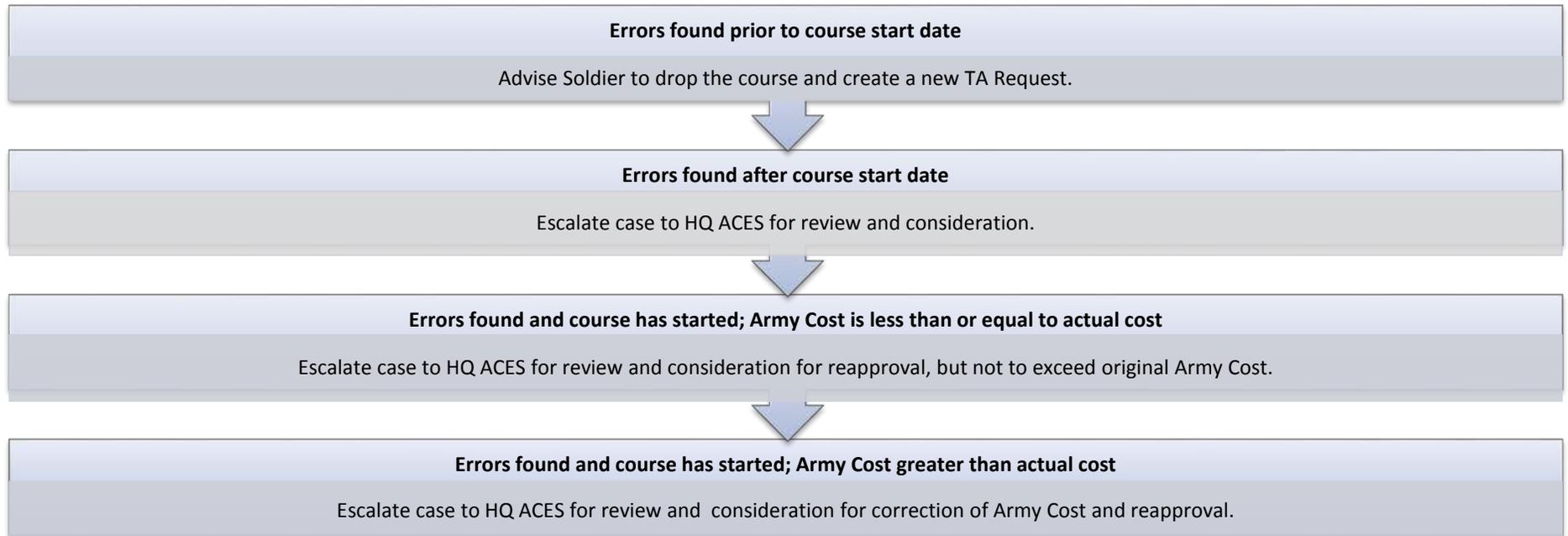
Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Use the following timeline for Non-LOI TA Request Correction Business Rules to determine the course of action for an incorrect unit cost:



Description	Response
Non-LOI Correct semester hours - decrease Army Cost	Close case: Dear ____, HQ ACES has reviewed your case. The TA Request for course --- Course Title --- with start date of--- MM/DD/YYYY --- has been corrected to show --- # Semester Hours --- and an Army Cost of \$____. Inform your school that this approved TA Request will be available for invoicing and grade submission. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Not increasing unit cost for approved TA -Per Trent Stanfield	Close case: Dear ____, HQ ACES has reviewed this case. Tuition Assistance (TA) is only payable up to the amount authorized on the approved TA Request. In this case, the school may bill the Army for the approved Army Cost of \$____ for course --- Course Title --- with start date of--- MM/DD/YYYY ---. Any Additional costs should be billed directly to the Soldier. To avoid this scenario in the future, the Soldier should ensure they have accurate tuition costs prior to requesting TA. In addition, the school should carefully review this information prior to accepting the TA Request from the Soldier. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Invoice dispute - Not increasing unit cost for approved TA	Close case: Dear ____, Tuition Assistance (TA) is only payable up to the amount authorized on the approved TA Request. In this case, the school may bill the Army for the approved Army Cost of \$____ for course --- Course Title --- with start date of--- MM/DD/YYYY ---. Any Additional costs should be billed directly to the Soldier. This enrollment will be available for invoicing again at the start of your next billing cycle. To avoid this scenario in the future, the Soldier should insure they have accurate tuition costs prior to requesting TA. In addition, the school should carefully review this information prior to accepting the TA Request from the Soldier/student. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Flat Rate tuition - -Request to adjust costs prior to start date due to flat rate school/dropped courses	Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case. Since the courses you have requested TA for have not started. HQ ACES recommends that you drop ALL the courses for which you have requested TA for the --- Spring/Summer/Fall --- term. As long as the courses are dropped before the start date (--- MM/DD/YYYY ---), you should incur no penalties via GoArmyEd. Once the courses are ALL dropped you may enroll in the same courses PRIOR to the course start date to allow the appropriate cost adjustments. The TA requests must be approved PRIOR to the course(s) start date. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Incorrect Course Level

Business Policies:

- When requesting Tuition Assistance, the actual course level (undergraduate, graduate, or certificate) on the Soldiers Student Agreement and Course Planner should be selected.

Description	Response
<p>Soldier requesting course level to be corrected</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance. HQ ACES is requesting the Education Counselor please assist the Soldier with providing documentation that verifies the degree level of ---Course Title---. Once this information is provided the case can be escalated back to HQ ACES for course level correction. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>HQ ACES requesting correction of course level **HQ ACES Function Only</p>	<p>Escalate to Student Support: Dear ____, HQ ACES has reviewed this case and is escalating it to Student Support for assistance. HQ ACES respectfully requests that Student Support please correct the Non-LOI course level for ---Course Title--- to reflect --Course Level--. Soldier has provided verification that the course is a -- Course Level-- course. To avoid the scenario in the future, the Soldier should make certain the data entered into the TA request is correct. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Incorrect Unit Type

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

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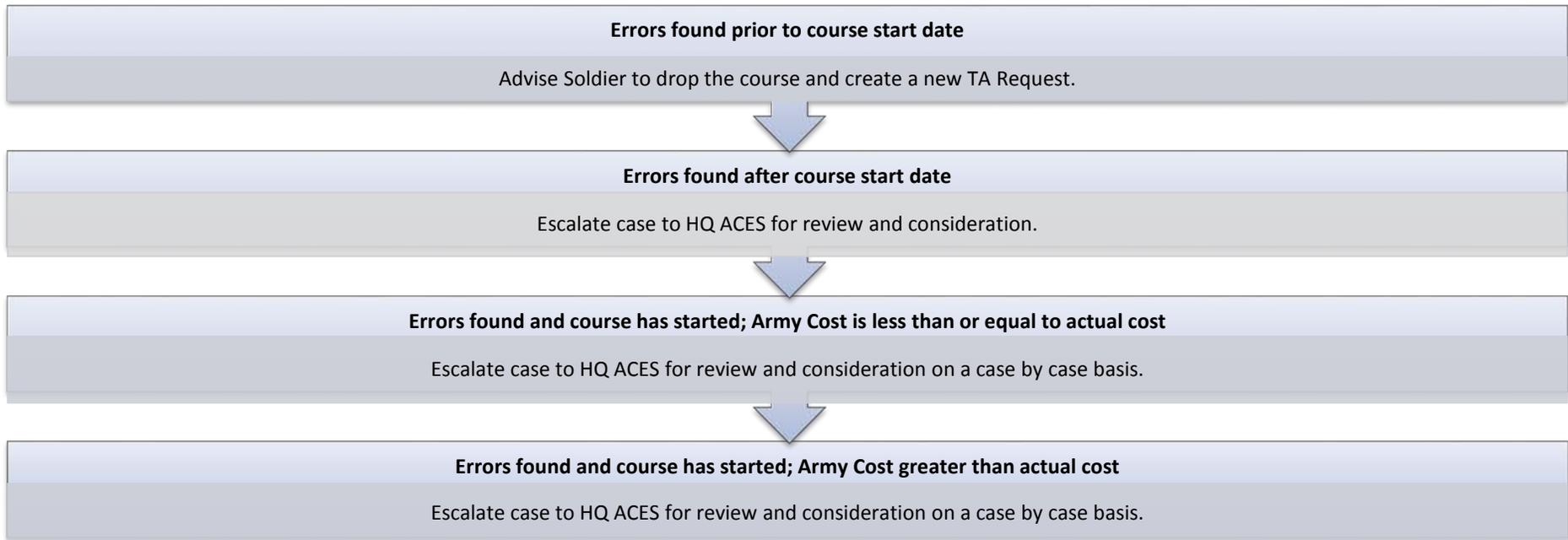
Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Use the following timeline for Non-LOI TA Request Correction Business Rules to determine the course of action for an incorrect unit type:



How to convert quarter to semester hours

Instructions For: Converting Quarter or Clock Hours to Semester Hours

Business Policies:

- When requesting Tuition Assistance, the actual unit type awarded on the Soldiers transcript should be selected. The functionality in GoArmyEd will automatically convert to Semester Hour. The following directions are for informational use.

One quarter hour is the equivalent of two thirds of a semester hour. To convert quarter hours into semester hours use the following table:

Quarter Hours	Semester-hour equivalents
1	0.66
2	1.32
3	1.98
4	2.64
5	3.30
6	3.96
7	4.62
8	5.28
9	5.94

After converting the units from Quarter Hours (QHs) to Semester Hours (SHs), the Cost per Unit must be adjusted as well. In order to do so, take the total cost of the course tuition and divide it by the updated number of SHs. For Example: a course is worth 4 QH of credit at \$150 per QH for a total tuition cost of \$600. Once the 4 QHs are converted to 2.64 SHs, the total tuition cost of \$600 is then divided by 2.64 for an adjusted cost of \$227.27 per SH.

Step-by-step instructions:

1. Quarter Hour amount x 0.66 = SH
 2. Quarter Hour unit cost ÷ 0.66 = SH Cost
 3. **\$250 x SH = Original Army Cost
 4. SH x SH Cost = Total Course Cost
- **Note - Semester Hour cost should be less than or equal to \$250

**To redistribute funds in order to keep Army Cost the same:

1. Original Army Cost ÷ Unit = Unit Cost
2. Original Army Cost ÷ SH = SH Cost

Description	Response
Non-LOI - Soldier asking how to convert Quarter Hour to Semester Hour	Close case: Dear _____, HQ ACES has reviewed your case. One quarter hour is equivalent of two-thirds of a semester hour. Your course verification shows that --- Course Title --- reflect --- # of Units ---. HQ ACES uses the attached Instructions for Converting Quarter or Clock Hours to Semester Hours to calculate Quarter Hour to Semester Hour conversions. Four (4) Quarter Hours is equivalent to 2.64 Semester Hours; therefore your TA requests that you have submitted are correct. You need to inform your school that your approved TA requests are available for invoicing and grade submission. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

How to convert Clock Hours to Semester Hours

Business Policies:

- When requesting Tuition Assistance, the actual unit type awarded on the Soldiers transcript should be selected. The functionality in GoArmyEd will automatically convert to Semester Hour. The following directions are for informational use.

To convert clock hours into semester hours use the following table:

Clock Hours	Semester-hour equivalents
45	1
40	0.89
35	0.78
30	0.67
25	0.56
20	0.44

45 clock hours are the equivalent of a semester hour for Tuition Assistance purposes. To convert clock hours to semester-hour equivalents, divide the number of clock hours by 45.

Divide the clock hours by 45 if the start date is **1 Apr 2011 or after; divide by 15 if the start date is **before** 1 Apr 2011.

Step-by-step instructions:

1. Clock Hour amount ÷ 45 = SH
2. SH Cost x SH = Total Course Cost
3. **SH x \$250 = Original Army Cost

**Note - Semester Hour cost should be less than or equal to \$250

Description	Response
Non-LOI - Ed Center asking how to convert Semester Hours to Clock Hours	Close case: Dear _____, HQ ACES has reviewed your case. 45 clock hours are the equivalent of one semester hour for Tuition Assistance purposes. To convert clock hours to semester-hour equivalents, divide the number of clock hours by 45. Please see the attached instruction sheet for additional information. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

Incorrect School

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

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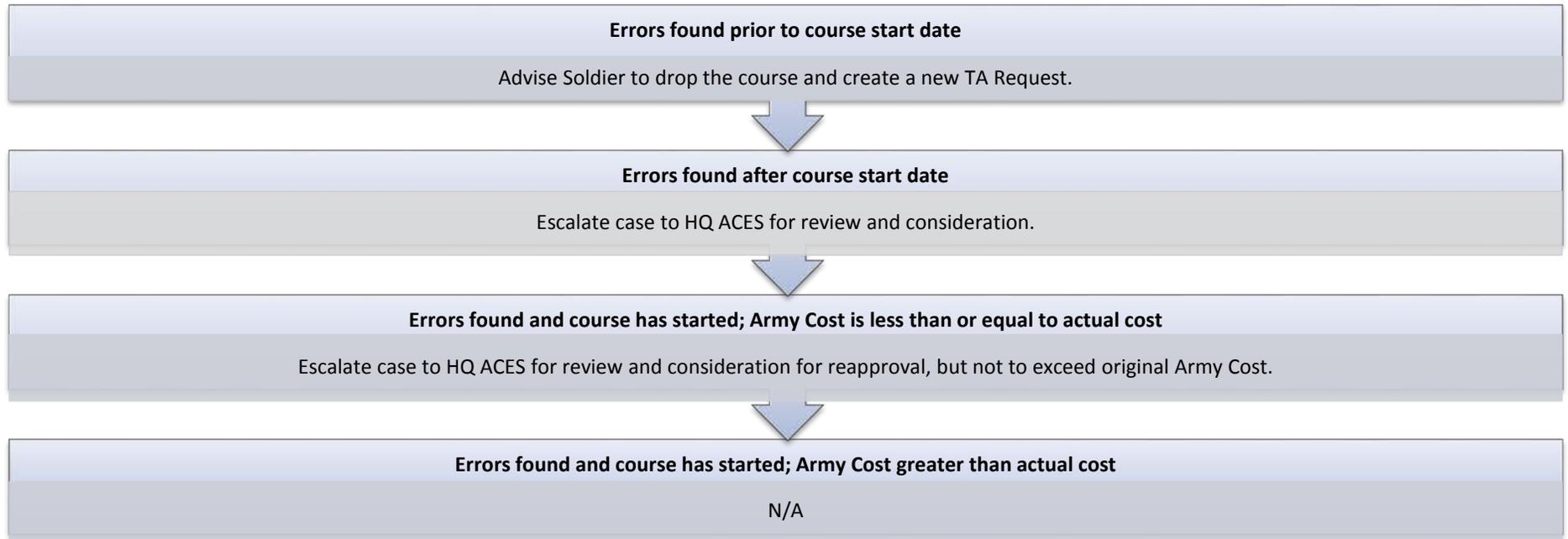
Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Use the following timeline for Non-LOI TA Request Correction Business Rules to determine the course of action for an incorrect school.



Description	Response
Incorrect School Prior to course start date	Escalate to Ed Center: Dear ____, HQ ACES is escalating your request to the Army Education Center for action. The Army Education Center should coordinate with the Soldier to drop the TA requests with the incorrect school and resubmit TA requests with the correct school prior to the course start date. Once this action is complete, please instruct the Soldier to print off a copy and provide it to the appropriate school point of contact. To avoid the scenario in the future, the Soldier should make certain the data entered into the TA request is correct. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Incorrect School -not on invoice - After course start date	Close case: Dear ____, HQ ACES has reviewed your case. TA requests have been created for course --- Course Title-- (start date MM/DD/YYYY) with the correct school. There is no change to Soldier or Army costs. Please provide the school with a copy of the approved TA Request. Inform your school that these TA requests have been approved for invoicing and grade submission. To avoid the scenario in the future, the Soldier should make certain the data entered into the TA request is correct. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Incorrect School - on an Invoice - After course start date **HQ ACES Function Only	Notes: A TA Packet will need to be created and turned into HQ ACES Government leadership for review. Once correction/decision is made, close the case with the appropriate response listed in this section. While case is being held until decision is made, add the following Note: "Please be patient while HQ ACES is working to resolve your case."
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Payment inquiry

Government Procurement Card (GPC) Procedure for POCs, Version 1, dated Apr 2014

Non-LOI School - Pre-certifying a Tuition Assistance Request Form, Version 1, dated 27 Apr 2011

Business Policies:

- Courses become available for invoicing once the course is 19% completed based upon the course start and end date indicated on the TA Request Form
- Non-LOI Schools only have the ability to invoice 4 times per year or once per fiscal quarter: Oct-Dec, Jan-Mar, Apr-Jun, and Jul-Sept.
- To verify if a school is a Pre-Certifying school, please review the School management page on GoArmyEd. Note that Pre-Certifying schools have the ability to invoice monthly.

Description	Response
Payment inquiry- not invoiced Course not billed, course was not available at time of school's last invoice submission	Close case: Dear ____, HQ ACES has reviewed this case. --School-- has not yet invoiced for Course --Course Title--, start date --MM/DD/YYYY--. Courses do not become available for invoicing until the Course is at 19% completion based upon the start and end dates indicated on the TA Request Form. In addition, Non-LOI Schools only have the ability to invoice 4 times per year or once per fiscal quarter: Oct-Dec, Jan-Mar, Apr-Jun, and Jul-Sept. --School-- submitted their Quarter invoice on - MM/DD/YYYY--. At the time of invoicing, your course was not yet available in the school's invoicing queue. --The new invoice cycle began on --MM/DD/YYYY-- and your course is currently available in the school's invoice queue. Please contact your school representative for further payment information. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Payment Inquiry- approved Invoice	Close case: Dear ____, HQ ACES has reviewed your case. ---School--- invoiced the Army for ---Course Title--- on GoArmyEd Invoice # ____ in the amount of \$____. This invoice was approved for payment by Army Education on ---MM/DD/YYYY---. Please contact your school Point of Contact for further payment information. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

School has not received payment	Close case: Dear ____, HQ ACES has reviewed your case. ---School--- invoiced the Army for ---Course Title--- on GoArmyEd Invoice # ____ in the amount of \$____. This invoice was approved for payment by Army Education on -- -MM/DD/YYYY--- . Please contact your school Point of Contact to confirm if your school charged the government credit card. A change in Army business procedures now requires the school's GPC point of contact to select a link within the system generated email to obtain the information needed to process the transaction. If this was not done within seven days the link will expire and the school point of contact must contact the government cardholder. The contact information is listed in the email. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
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Rejected by mistake

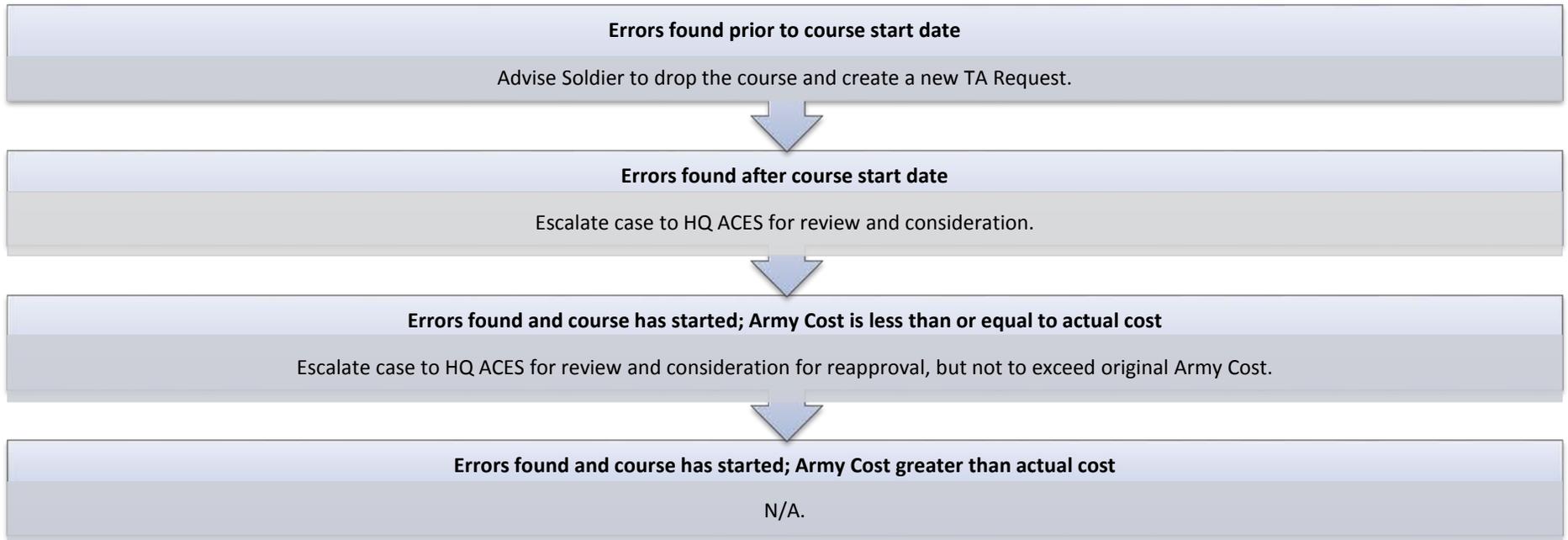
Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies:

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Use the following timeline for Non-LOI TA Request Correction Business Rules to determine the course of action for a TA Request rejected by mistake:



Description	Response
Non-LOI - re-approve rejected TA request	Close case: Dear ____, HQ ACES has completed this request by changing the TA Request for--- Course Title --- from rejected to approved. This is a one-time exception for --- School ---. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Non-LOI school rejected by mistake - Request TA Waiver **Must have HQ ACES Team Lead/Government approval prior to using this response	Contact school and close case: Dear ____, HQ ACES has reviewed your case and the GoArmyEd account of --- Soldier ---. --- Soldier --- had an approved TA Request for course --- Course Title --- with start date of --- MM/DD/YYYY --- for Final Army Cost of \$_____.The school selected to reject the TA Request with the reduction reason of "--- Reduction Reason ---" on GoArmyEd invoice #_____ which resulted in a Final Army Cost of \$0. Due to school error, Army Education respectfully requests the school to issue a tuition waiver for the Soldier for --- Course Title ---. If you need further assistance, please contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Rejection request

Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

Non-LOI Schools How to reject a Request Tuition Assistance (TA) Form, Version 5, dated Mar 2014

Business Policies

[Click here to see HQ ACES Approved Non-LOI TA Correction Business Rules](#)

Select Non-LOI schools that may invoice every month are in the Pre-Certification Program. This will be listed on their school management page. All other Non-LOI Schools may invoice at any time during the invoice quarters, but only once per fiscal quarter. The following is a break-down of the invoice quarters:

Quarter I: Oct-Dec

Quarter II: Jan-Mar

Quarter III: Apr-Jun

Quarter IV: Jul-Sept

Rejecting a TA Request:

1. The TA Request can be rejected through the TA Request Queue if it is not yet available in the invoice queue (less than 19% completion).
2. After the course reaches 19% completion, the TA Request will be available in the invoice queue. If the invoice queue is closed or the “Remove” button has already been used on the line item, then the TA Request will not be available. HQ ACES may need to assist if an immediate rejection is needed.

There are two options in assisting the school with the Non-LOI invoicing process and TA Request rejections that depend on the current status of their invoicing process. The first option is using the “Remove” button and rejecting a TA Request. This option should be used when the school has not invoiced and is not invoicing soon. Using option 1 is also best when there is a time constraint such a GoArmyEd account hold that needs to be released or a TA Request needs to be rejected due to incorrect information.

The second option is having the school reduce on an invoice. This option should be used when the school is submitting their invoice soon. This option is also best when the school wants to zero out the cost of the course or if the school needs to reduce the invoice amount according to their school’s drop/refund period.

Description	Response
School needs to reject	Close case: Dear ____, HQ ACES has reviewed this case. The school has the ability to reduce the Army Cost during invoicing. In this case, the school may reduce the amount payable directly on the invoice by selecting a reduction reason and entering the amount of the reduction to Army Cost. If there is no Army Cost, the school may reject the Tuition Assistance (TA) Request or select a reduction reason of "Never Enrolled-No Cost" or "Drop/Withdrawal (No Cost)" during invoicing to cancel TA payment for the enrollment. To avoid this scenario in the future, the Soldier should ensure they have accurate tuition costs prior to requesting Tuition Assistance (TA). In addition, the school should carefully review this information prior to accepting the TA Request from the Soldier/student. Step-by-step instructions are available by viewing the reference documents under the helpdesk tab of GoArmyEd. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
School needs to reject -Invoice dispute case	Close case: Dear ____, HQ ACES has reviewed this case. The school has the ability to reduce the Army Cost during invoicing. In this case, the school may reduce the amount payable directly on the invoice by selecting a reduction reason and entering the amount of the reduction to Army Cost. If there is no Army Cost, the school may reject the Tuition Assistance (TA) Request or select a reduction reason of "Never Enrolled-No Cost" or "Drop/Withdrawal (No Cost)" during invoicing to cancel TA payment for the enrollment. The enrollment will be available for invoicing again at the start of your next billing cycle. To avoid this scenario in the future, the Soldier should ensure they have accurate tuition costs prior to requesting Tuition Assistance (TA). In addition, the school should carefully review this information prior to accepting the TA Request from the Soldier/student. Step-by-step instructions are available by viewing the reference documents under the Helpdesk tab of GoArmyEd. If you need further assistance, please contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
School unable to reject	Close case: Dear ____, HQ ACES has reviewed your case. The TA request for --- Course Title --- with start date --- MM/DD/YYYY --- was rejected upon confirmation from your school. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

Soldier-Funded Courses

Courses become Soldier-Funded due to various reasons such as missing documentation, incorrect data entry as well as several other reasons. Use the following resources to determine why a course is Soldier-Funded:

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

Statement of Understanding (SOU) for Use with Army Tuition Assistance (TA), refer to most current SOU

AR 621-5, dated 11 Jul 2006

2012 TA Policy information can be found at www.GoArmyEd.com>Login>ACES Resources>aces Communication>Education Policy Documents

****Note: Non-LOI TA Requests** will not receive an error message for Soldier-Funded courses when the Soldier submits it.

Description	Response
Missing Degree Plan- TA rejected	Close case: Dear ____, HQ ACES has reviewed your case. Tuition Assistance was requested for course (--- Course Title (Start date) --- on --- Date of TA submission --- however, it was rejected by the Army Education Counselor on --- MM/DD/YYYY ---because there was no Documented Degree Plan in eFile. Tuition Assistance is awarded on a course by course basis. Due to Fiscal Year (YY) funding being closed this course will remain as Soldier-Funded. To avoid this scenario in the future, the Soldier should ensure they request TA for the correct school, have verification documents uploaded and request accurate tuition costs prior to requesting TA. The Soldier should seek assistance from an Army Education Counselor to ensure the TA Request process is completed correctly. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Reached 16 semester hour TA Cap	Close case: Dear ____, HQ ACES has reviewed your case. The Tuition Assistance you submitted for --- Course Title --- put you at your 16 semester hour TA Cap. At this time you have met your 16 semester hour annual TA cap and therefore any additional courses you enroll in will be Student Funded. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
SM entered \$0 for Unit Cost	Close case: Dear ____, HQ ACES has reviewed this case. Functionality was implemented to allow Soldiers to enter a \$0.00 amount in the "Unit Cost" field, regardless of TA availability. This results in the TA Request Form being auto-approved with no Army cost; the Soldier is responsible for the entire cost of the class. A pop-up message appeared during the TA request process when the "Submit" button was selected to ensure that a TA request with no Army cost was erroneously submitted. We recommend you seek alternate forms of funding, if eligible, such as scholarships or VA funding for these courses and work with your school for billing options. If you need further assistance please contact your education center or call the GoArmyEd Helpdesk at 1-800-817-9990. Thank you -HQ ACES

<p>TA requests submitted after the course start date.</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. The request to change your ---Course Title--- from Student Funded to TA Funded is denied. The Tuition Assistance Request Form you submitted for ---Course Title--- was submitted on the start date of the course. Soldiers whose TA requests are not approved prior to the class start date receive a message stating the class will be Soldier funded and auto approved. Per the latest SOU, "TA requests must be approved before the start date of the class." To facilitate this requirement, Soldiers should request TA at least 10 days prior to course start date to allow sufficient time for education personnel to approve the request. Please note, Soldiers have up to 60 days prior to the course start date in which TA can be requested. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>TA requested prior to course start date but not approved before course start date.</p> <p>Soldier did not request TA more than 10 days before course start date</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has denied your request for late enrollment in this case. Soldiers are allowed 60 days prior to the start date for enrollment through the GoArmyEd portal. Your courses began on --Date--. Your Request was submitted on --Date--. According to the latest SOU, TA requests must be approved before the start date of the class or the Soldier will pay for the entire cost of the course; no exceptions. To facilitate this requirement, HQ ACES has requested that TA is requested at least 10 days prior to course start date to allow sufficient time for education personnel to approve the request. TA requests submitted less than 10 days prior to course start date may not get approved by the class state date. For future reference, consult with an Army Education Counselor as soon as possible if you have any questions or issues. If eligible, consider using an alternative funding source such as your GI Bill. If you need further assistance please contact your education center or call the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Non-Traditional degrees

Tuition Assistance (TA) for Certificate / Diploma Programs, dated 25 Jul 2014

Verification of Non-Traditional Degree Programs, dated 6 Apr 2012

AR 621-5, dated 11 Jul 2006

Business Policies:

- Traditional degree programs are associate, bachelor, and master's degrees. Non-traditional degree programs include certificate/diploma programs.
- Soldiers can use TA for one post-secondary certificate or diploma. All credits earned will count toward the current SH limits. The total program must culminate in the award of a certificate / diploma. If one or each class in the program results in a certificate of completions, then the class counts as that one allowable certificate / diploma.

Table of Contents is hyperlinked to each page of the document.

PLEASE DO NOT PRINT THIS DOCUMENT.

- Soldiers with a bachelor’s degree or those who have reached the undergraduate semester hour limit are TA eligible for one certificate / diploma if they have not yet obtained a certificate or diploma; the SHs will count toward the graduate SH limit. Should the graduate SH limit be reached while pursuing the certificate / diploma, Soldiers will be TA eligible for up to 21 semester hours beyond the graduate SH limit to complete the program.
- Transitioning Soldiers (defined as being within 1 year of ETS / Retirement) who have obtained a master’s degree or reached the graduate SH limit more than five years prior will be authorized TA up to 21 semester hours beyond the graduate semester hour limit to complete one certificate / diploma program if they have not previously obtained a certificate / diploma.

Use the following “Validation of Non-Traditional Degree” checklist to determine if a Non-Traditional Degree is eligible for Tuition Assistance:

Validation of Non-Traditional Degrees Checklist	
IF	THEN
If the institution is listed in GoArmyEd with a double-asterisk (**) review the institution’s profile page in GoArmyEd to determine if the course/program remains eligible for Tuition Assistance (TA).	
The institution is not listed/active in GoArmyEd.	Not Eligible for TA
The course/program’s unit of credit is not listed as SH*, QH*, or CH*. Note: Continuing Education Credits (CEUs) or Professional Development Units (PDUs) are never eligible.	Not Eligible for TA
Institution is a non-degree granting institution (i.e., only offers certificate or diploma programs) AND its unit of credit is not listed as CH on its degree plan/courses.	Not Eligible for TA
The course/programs only indicate a “recommended” unit of credit (i.e., ACE recommends xx number of SH for this program/course) or only provides another institution’s agreement to waive/grant credit as the unit of credit (i.e., University of ABC will waive 12 SH of undergraduate credit requirements toward a bachelor’s degree at University of XYZ.)	Not Eligible for TA
The program is offered by a non-degree granting, private, proprietary institution or 3 rd party entity which may have an articulation agreement with an institution listed in GoArmyEd BUT does not maintain required national or regionally institutional accreditation recognized by the U.S. Department of Education. Common programs in that category are Commercial Driver Training, Home Inspections, Information Technology, and Real Estate.	Not Eligible for TA
Any of the education documents (degree plan, course costs/fees, course schedule, transcripts) reflect a name of an institution not listed in GoArmyEd.	Not Eligible for TA
The course/program is offered free of charge via a fully funded Army program such as the Army’s eLearning Program. Some examples of common eLearning programs are CompTIA, Six Sigma, Project Management, Microsoft Server, Oracle, Cisco, Linux among others.	Not Eligible for TA
The Soldier already has a master’s degree or has 39 semester hours beyond the bachelor’s degree. (See exceptions below.)	Not Eligible for TA

Table of Contents is hyperlinked to each page of the document.

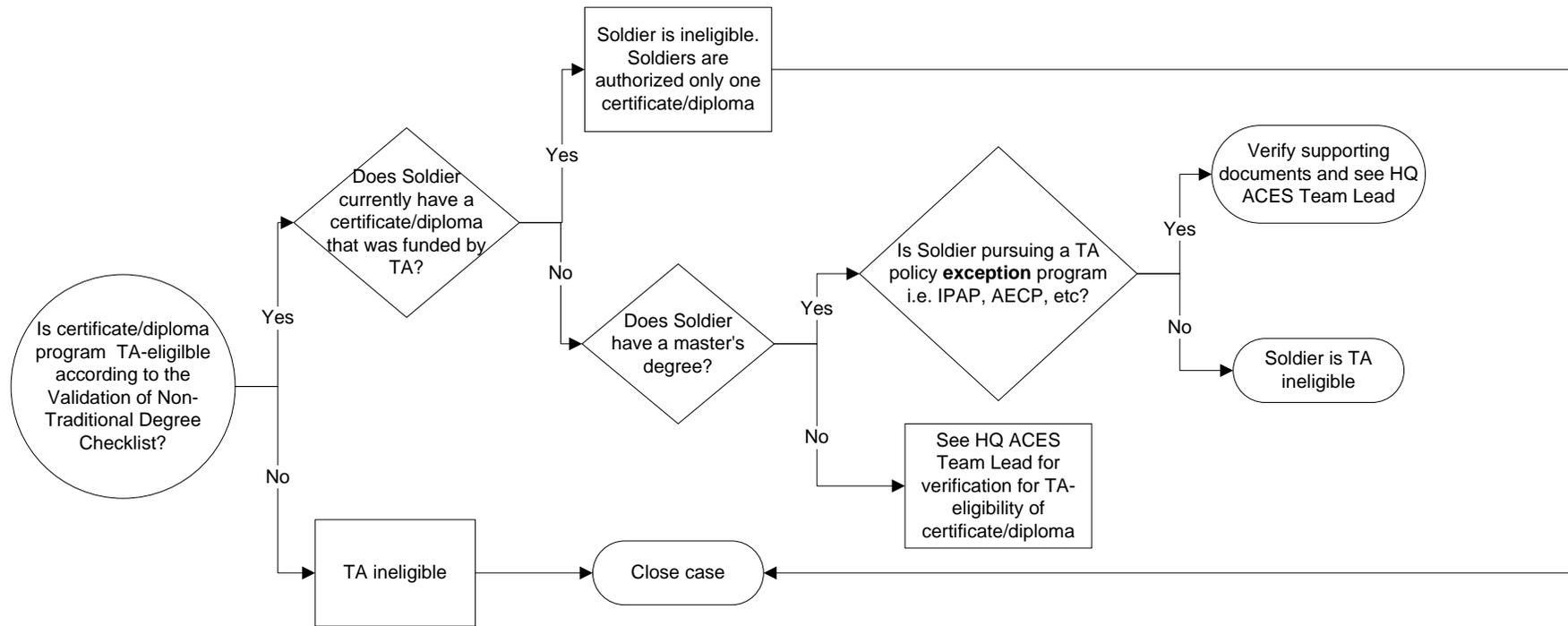
PLEASE DO NOT PRINT THIS DOCUMENT.

<p>TA policy exceptions:</p> <ol style="list-style-type: none">1. Pre-requisite courses for the Inter-Service Physician Assistance Program (IPAP) and the AMEDD Enlisted Commissioning Program (See HQ ACES TA IPAP information paper-- <u>Appropriate documentation must be uploaded into eFile.</u>)2. Army Strategic Language courses (See HQ ACES TA Army Strategic Language information paper)3. Specialized Chaplain's Certificate (See HQ ACES TA Clarification for Specialized Chaplain's Certificate information paper)4. Host nation language/cultural (Japan/Korea only) courses (up to 15 SH) for OCONUS Soldiers. (Soldiers must present Official Orders once in OCONUS country)5. Courses leading to initial teacher certification/licensure (professional education courses only) for one state (up to 18 SH)6. Transitioning Soldiers within 1 year of ETS / Retirement who have reached the graduate semester hour limit or obtained a graduate degree more than five years prior and TA has not funded a prior certificate. <p>*SH: semester hours, QH: quarter hours, CH: clock hours</p>	<p>Program Authorized for TA?</p> <p>Yes _____</p> <p>No _____</p>
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Use the following flow chart to determine certificate/ diploma eligibility.

Checklist:

- Soldier must provide course verification documents i.e. degree plan, course schedule, and billing statement



Description	Response
International Sports Science Association-using TA for certification	Close case: Dear ____, HQ ACES has reviewed your case. The associate Degree in Exercise Science is the ONLY program approved for TA at International Sports Sciences Association. TA is NOT authorized for any other non-credit bearing course/program at this institution. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

<p>Transitioning Soldier with master’s degree</p> <p>HQ ACES will not defer hold to allow certificate</p>	<p>Close Case: Dear __, HQ ACES has reviewed this case. At this time HQ ACES will not defer the Graduate Limit Reached hold to allow you to enroll in a certificate program. According to policy effective 25 Jul 2014 "A Soldier who has obtained a master's degree or reached the current graduate level semester hour limit more than five years ago will be able to use TA for one certificate / diploma program (up to 21 SH) if you are considered a transitioning Soldier (defined as being within one year of ETS/retirement). HQ ACES has verified that your ETS in GoArmyEd is listed as -- MM/DD/YYYY—which is more than a year out. Your ETS date is fed into GoArmyEd from ITAPDB. HQ ACES is unable to change or correct this. If this date is incorrect, the Soldier must have this updated with their Unit Administrator; if the Soldier has separation orders that show the Soldier is within a year of separation, the Soldier will need to open a new GoArmyEd Helpdesk case uploading the orders in order for HQ ACES to review and/or defer the hold. When uploading orders, please ensure all but the last four of the SSN is marked out to protect the Soldier’s privacy. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>TA-Ineligible Certificate Programs after Graduate Degree Completed</p> <p>**This response is NOT for TA policy exceptions listed in the “Validation of Non-Traditional Degree” checklist</p>	<p>Escalate to Ed Center: Dear ____, This case is being escalated to your Education Center for further TA Policy clarification, should it be required. AR 621-5 states that “No more than one credential from each of the following levels” may be obtained, High School Diploma, associate, baccalaureate, and master.” In addition, one certificate may be obtained. You are correct that AR 621-5 states, “A Soldier may pursue a certificate program regardless of the level of education already achieved.” However, a Policy Clarification Memo was released on 2 Aug 2011 stating, “Can a Soldier with a master’s degree still pursue a certificate/preparation for certificate/licensure? No, upon reaching a master’s degree or 45 semester hours of graduate credit, whichever comes first, TA will not be authorized.” In addition, a policy letter was released 26 Jun 2012 changing the semester hour limits for graduate degrees from 45 hours to 39 hours. It states, “Tuition Assistance is available for a master’s degree or up to 39 semester hours of graduate credit, whichever comes first. Tuition Assistance is available for one certificate or diploma. The number of semester hours obtained for the certificate or diploma will apply towards the semester hour limit at the undergraduate or graduate level based upon the Soldier’s current civilian education level and/or semester hour cap.” Due to policy restrictions that TA will not be authorized for courses once the master’s Degree and/or 39 Semester Hours is obtained, you will not be eligible to receive Army TA for a certificate program. Please see all attached policy letters for reference. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Outstanding line items on the invoice

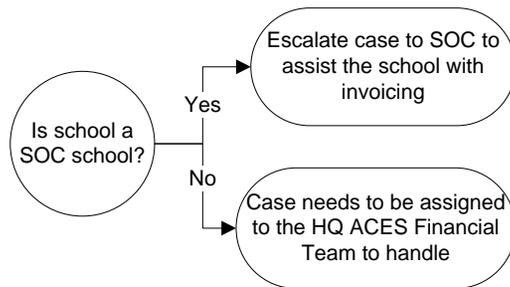
Non-LOI School Invoicing Process for Tuition Assistance (TA)-Funded Classes, Version 14, dated Mar 2015

LOI School Invoicing for Tuition Assistance (TA)-Funded Classes, Version 8, dated June 2014

Business Policies

- If a non -SOC school inquires about outstanding line items on their invoice that are over a year old, then please see the HQ ACES Financial Team for assistance.

Use the following flow chart to resolve this issue.



Description	Response
SOC Non-LOI school inquiring about outstanding line items on an invoice	Escalate to SOC: Dear ____, HQ ACES has reviewed your case and is escalating it to SOC. HQ ACES is respectfully requesting for SOC to please assist this school with the invoicing process. Thank you, HQ ACES

Promotion Points

Army Regulation 600-8-19 - Enlisted Promotions and Reductions, dated 2 Feb 2015

Army Regulation 621-5, - Army Continuing Education System, dated 1 Jul 2006

Description	Response
Promotion Points	<p>Escalate to Ed Center: Dear _____, HQ ACES has reviewed this case and is escalating it to your Army Education Center for assistance. The Soldier should provide the Army Education Counselor with Official Copies of all transcripts. This must be done as most schools award credit for Military Evaluation differently and you must check for duplication of credit. You should also verify the Accreditation of the schools in question as well. Please see Section 3-45 of AR 600-8-19 (attached to Helpdesk case) for Promotion Point Guidance. "(1) College/university/business/trade schools. Points are awarded using the Soldier's most current transcript that includes the institution's name and address. The transcript must be in the English language and show the courses taken by title and, if applicable, include course number, (student copies are acceptable). Transcripts showing block credit for military experience and training must be broken down into courses. Grade slips or reports may be used provided they contain the institutions complete mailing address and hours completed. Business/Trade school completion certificates may be used provided the total number of course hours is listed. It is recommended that Soldiers consolidate all credits earned from various crediting sources, for example, national examinations such as The College Level Examination Program tests/Defense Activity for Non-Traditional Education Support (DANTES) tests, or educational institutions onto one transcript. Soldiers that have multiple transcripts may take these transcripts and grade slips to the local education center for assistance. The local education center will provide only an assessment of the total number of non-duplicated postsecondary credit for submission to the unit as the source document to update the total Army personnel data base with the total number of credit hours. The total number of credits an accredited institution grants towards a degree will be the basis for granting promotion points. (2) Foreign transcripts. Soldiers with college credits from foreign colleges or universities (except those countries listed in AR 601-210, paragraph 2-8i) must have those credits evaluated by an accredited college/university or one of the agencies listed in the Accredited Institutions of Post-secondary Education Guide published by the American Council of Education or any organization who is a member of the National Association of Credential Evaluation Services." If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Reserve Officer Training Corps (ROTC) Scholarship / Green to Gold Program

Statement of Understanding (SOU) for Use with Army Tuition Assistance (TA), refer to most current SOU

Reserve Officer Training Corps (ROTC) Tuition Assistance Policy, dated 2 May 2013

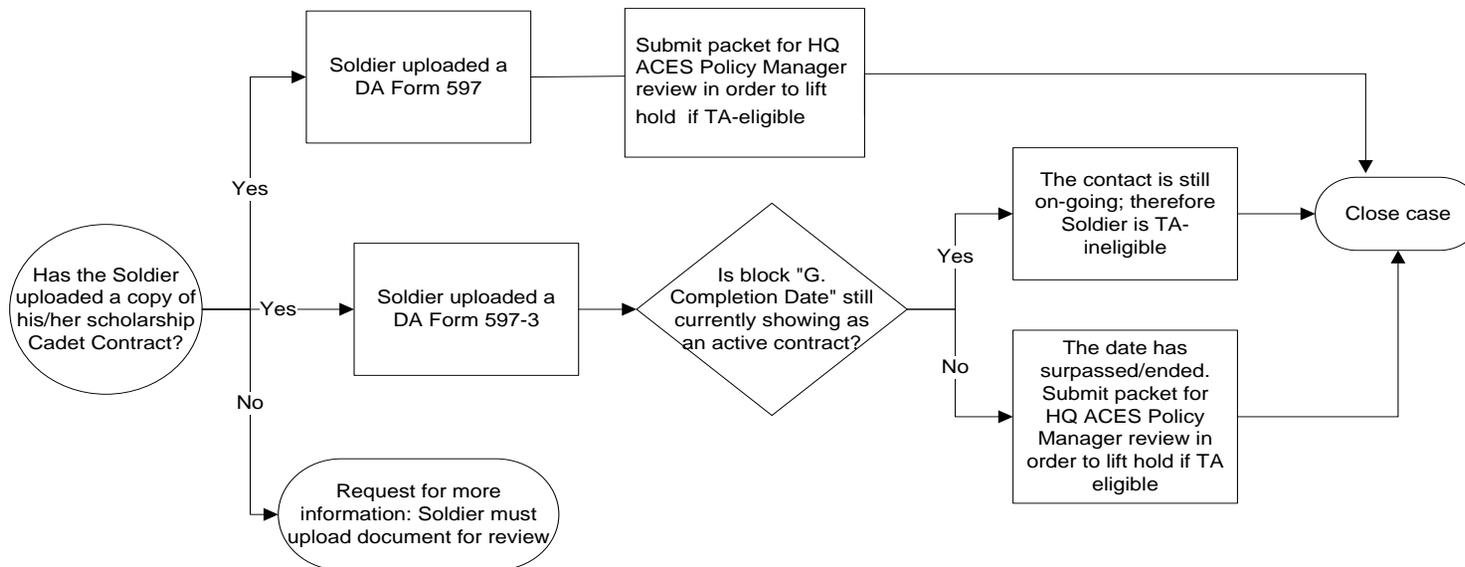
DA Form 597 - Nonscholarship Cadet Contract, Dated Jul 2005

DA Form 597-3 - Scholarship Cadet Contract, Dated Jul 2005

Business Policies:

- Reserve Officer Training Corps (ROTC) Cadet scholarship recipients are not eligible for Federal TA, which include both options (tuition/fees or room/board) of the Guaranteed Reserve Forces Duty (GRFD) scholarship. This eligibility has been disallowed by the U.S. Army Cadet Command until an Office of General Counsel (OGC) review is complete and a legal opinion is rendered.
- Soldiers in the Green to Gold Program are not TA eligible.
- Non-scholarship ROTC Cadets are eligible for federal TA.

Use the following flow chart to determine TA-eligibility.



Description	Response
ROTC Scholarship Cadet Contract - Need contract uploaded Or -Memo from PMS-LTC uploaded	Request for more information: Dear ____, HQ ACES is requesting more information. Please attach a copy of your DA Form 597-3 Army Senior Reserve Officer Training Corps Scholarship Cadet Contract or a memo stating you are not receiving ROTC Scholarship funds from your Professor of Military Science in the rank of LTC or above . HQ ACES needs this information to research this case further. Please black out all numbers of your Social Security Number except the last four numbers for security purposes. Note that this case will close automatically in 30 days if there is no activity, so please respond to the information request promptly. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
ROTC Scholarship Cadet Contract -hold lifted ** HQ ACES Only Function- Packet submission for Government review	Dear ____, HQ ACES has reviewed your case. HQ ACES has used your DA Form 573-3, ROTC Scholarship Cadet Contract, to verify that your contract ended on ---MM/DD/YYYY---. The HQ ACES Request hold was lifted from your GoArmyEd account and you are TA-eligible. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Recoupment

Memo for Tuition Assistance and Course Recoupment, dated 24 Mar 2014

Army Continuing Education System (ACES) Recoupment Processing in GoArmyEd, version 9, dated 21 Mar 2013

Business Policies:

- The Course Recoupment page displays information about courses that are going to be recouped, has been recouped, or are no longer recoupable. The layout for the page is very similar regardless of the method of payment.

Recoupment Reasons:

- *Fail* – Failing grade reported by school.
- *Incomplete* – Incomplete grade reported by school and not resolved within 120 days of the course end date.
- *Withdrawal* – Withdrawal grade reported by school.
- *Drop with Army Cost* – Course was dropped after the 100% refund period resulting in a cost to the Army.
- *ACES Selected Recoupment* – Course selected for recoupment by an Army Education Counselor, most often due to the course not meeting degree requirements.

Description	Response
<p>Grade changed (I,W,F to passing grade) -Recoupment cancelled</p>	<p>Close case: Dear ____, The school POC updated your grade for ---Course Title--- from an "I" to an "---Grade---." Your recoupment was cancelled on ---MM/DD/YYYY---, the day the school posted your grade. Please allow 60-90 days from ---MM/DD/YYYY of Recoupment Cancellation--- to receive a refund of the recouped funds. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Soldier wants to start recoupment</p>	<p>Close case: Dear ____, Your school has not yet invoiced the Army for this tuition debt. Once that invoice has been processed, the system will signal the recoupment process to begin. The Army has automated the collection of course recoupment for --- Course Title ---. Automation is accomplished in conjunction with the Defense Finance & Accounting System (DFAS) and will result in recoupment debts being deducted from your military pay. Questions regarding course and program recoupments before that date should be directed to the Education Center. You will be notified of the intent to collect a debt at least 30 days before that collection is scheduled to occur. That period of time is meant to provide you with the opportunity to review your records to confirm that the grades reported by the school are accurate and to enable you to prepare for the deduction from your pay (for those recoupments that will be automatically deducted). If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Recoupment -School will submit invoice for \$0</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Per phone conversation with your school, the TA requests for course ---Course Title--- will be invoiced for \$0 when their invoice queue re-opens. This will clear your GoArmyEd account of the Course Drop After Start Date hold once that invoice is approved. You will need to see your Army Education Counselor to discuss deferring your holds on your GoArmyEd account. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Recoupment -School will refund previously approved invoice</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Per phone conversation with your school POC, the school will refund the previously approved invoice for course ---Course---. Once the money is refunded to the Army, then a recoupment cancellation will be initiated. Please note that this process can take up to 90 days. The recoupment will continue until this process is complete. The money will be returned to you once the recoupment cancellation is processed. You will need to see your Army Education Counselor to discuss deferring any holds on your GoArmyEd account. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

School Complaint

The Postsecondary Education Complaint System: <http://www.militaryonesource.mil/voluntary-education/complaint>

The Postsecondary Education Complaint System has been implemented to:

- Educate military education professionals on the new Postsecondary Education Complaint System.
- Raise awareness about the kind of education-related issues/concerns that Service members should report.
- Equip education professionals with tools to assist in identifying potential fraud and misrepresentation.
- Encourage Service-wide promotion, understanding and support for the complaint system.

Description	Response
Soldier has complaint about school	Dear __, HQ ACES has reviewed this case. HQ ACES cannot dictate school policy or practices; however there is a Postsecondary Education Complaint System. This initiative is designed to empower you to report misleading or unfair actions by education institutions. The following website will provide information on how to submit a complaint: http://www.militaryonesource.mil/voluntary-education/complaint . If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

School Primary POC Changes

School Primary POC change request

Part II-Getting Started–Primary Point of Contact (POC) First Time Access to Your Non-Letter of Instruction (Non-LOI) School GoArmyEd Homepage, Version 10, dated Feb 2015

The School User Administration Tool, Version 7, dated Nov 2014

Non-LOI School - Administering New User Access to GoArmyEd at Your School (The School User Administration Tool), Version 7, dated 17 June 2014

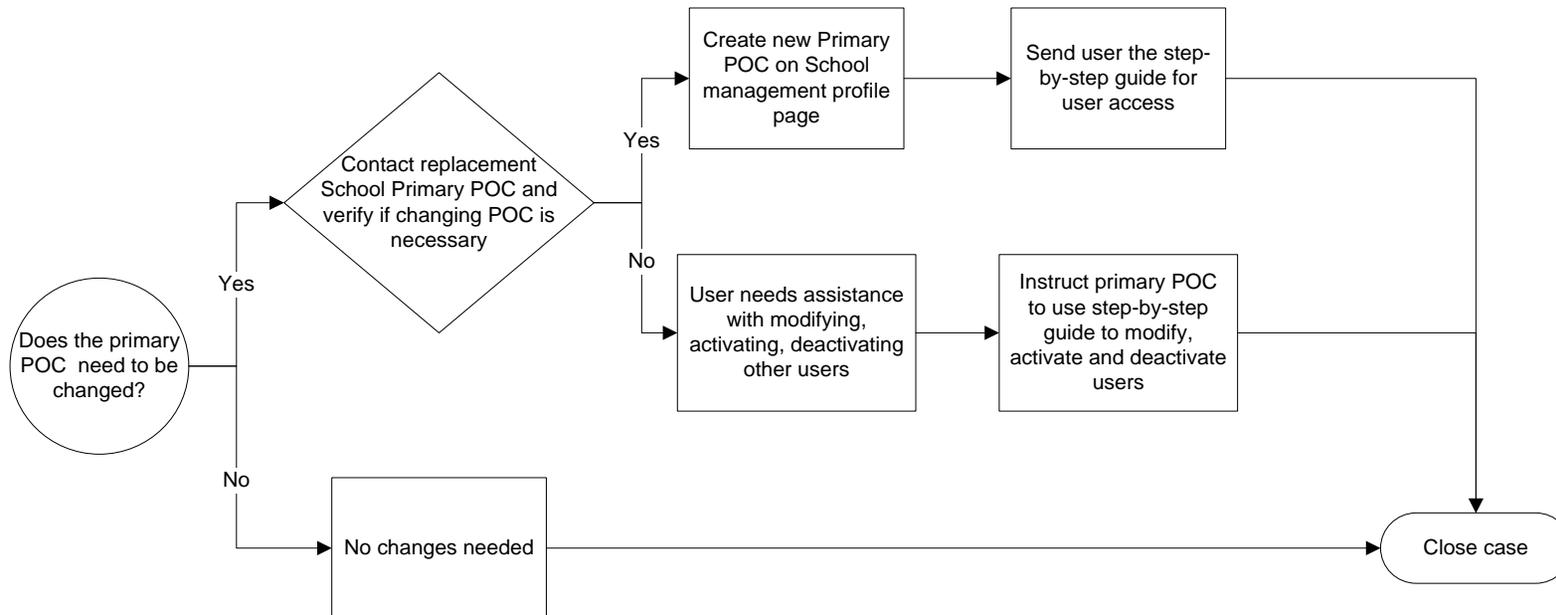
Business Policies:

- HQ ACES is responsible for deactivating a current school Primary POC and activating a new school Primary POC
- A school Primary POC is responsible for modifying, activating, and deactivating school users

Use the following flow chart to resolve this issue.

Checklist

- ✓ Verify school Primary POC needs to be changed by contacting current or replacing school POC



Description	Response
School POC not receiving emails	Close case: Dear _____, HQ ACES has reviewed your case. Per phone conversation, you stated that you are not receiving emails for invoicing. You are not currently listed as a GPC Point of Contact; therefore you will need to add yourself as a GPC Point of Contact. Please review your user access list to ensure that all the roles are accurate. Please see the attached Non-LOI School-Administering New User Access to GoArmyEd at your School for additional assistance. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Non-LOI Change School POC (except change to Primary POC)	Close case: Dear School POC , The Primary POC in GoArmyEd is listed as --- Name of Primary POC ---. The Primary POC has the ability to add, modify, or deactivate any admin user within the school's GoArmyEd Profile. I've attached a copy of the Non-LOI POC Admin Access Instructions for your review. Thank you for utilizing the GoArmyEd Helpdesk. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
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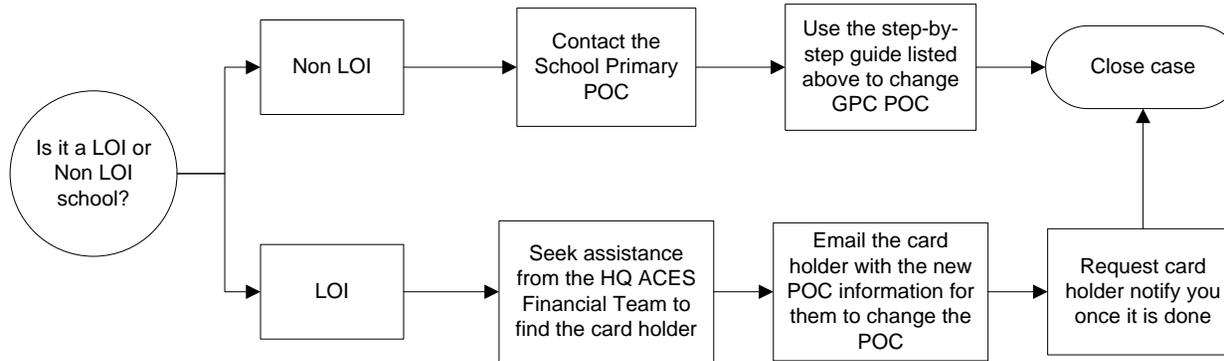
School Government Purchase Card (GPC) POC change

The School User Administration Tool, Version 7, dated Nov 2014

Non-LOI School - Administering New User Access to GoArmyEd at Your School (The School User Administration Tool), Version 7, dated 17 June 2014

Getting Started - Government Purchase Card (GPC) Point of Contact (POC) - Accessing Your Non-Letter of Instruction (Non-LOI) School GoArmyEd Account, Version 8, dated Feb 2014

Use the following flow chart to resolve this issue.



Description	Response
GPC POC change	Close case: Dear ____, HQ ACES has reviewed this case. The changes that you have requested in regard to the GPC POC have been made and it is updated in GoArmyEd. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Soldier's Account Activation/Deactivation/Merge

Army Continuing Education System (ACES) Creating, Clearing or Deactivating a User Account, Version 5, dated Dec 2014

Description	Response
Account activation needed; TA Wizard not completed	Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center for assistance with completing the TA Wizard and account activation as well as provide information regarding policies and procedures for requesting tuition assistance. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Merge inactive/active accounts for a Soldier	Escalate to Student support: Dear ____, HQ ACES has reviewed your accounts and is escalating it to Student Support. HQ ACES is requesting for Student Support to please merge GoArmyEd accounts for --- Soldier (Last 4) ---. One user name is --- User name ---for (Active- TA Eligible Role) and the other user name is --- Username --- for (Inactive - Base Role - Other). Please note that HQ ACES is requesting that the “Active-TA Eligible Role” account be kept open as the final GoArmyEd account. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Deactivate an account due to inactivity	Close case: Dear ____, HQ ACES has reviewed this case. GoArmyEd accounts that are TA-eligible will stay activated until you become ineligible to receive TA benefits as defined in the Statement of Understanding for Use with Army Tuition Assistance Form. HQ ACES understands that you are not currently using TA, but it is not a substantial reason to deactivate your account. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES.
Dual Account (Soldier/DA Civilian)	Close case: Dear ____, HQ ACES has reviewed this case. Since you already have a DA Civilian account in GoArmyEd and would like to set up a Soldier (Student) account as well, please follow these steps: go to the GoArmyEd Homepage and select “Student” under the “Create/Activate GoArmyEd Account” section. From there, please follow instructions provided. If for some reason this method will not allow you to add the additional “Student” role, please open a new GoArmyEd Helpdesk case requesting that it be escalated to HQ ACES for IT support. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Statement of Understanding

Statement of Understanding for Use with Army Tuition Assistance (TA), refer to most current SOU

This form is used to provide a record for Soldiers that agree to the terms and conditions of the Army Tuition Assistance program. This statement becomes part of the Soldier’s military education records used to document Army Education Management actions.

Description	Response
SOU	Close Case: Dear ____, HQ ACES has reviewed this case. A new process has been implemented to allow Soldiers of all ranks to review and electronically acknowledge the Tuition Assistance (TA) Statement of Understanding (SOU) during the initial TA account creation and on a quarterly basis when requesting TA. Soldiers will be prompted to review and acknowledge an electronic version of this TA SOU. Soldiers will enter their GoArmyEd password as their electronic signature. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Strategic Foreign Languages

Information Paper: *Tuition Assistance (TA) for DOD Strategic Foreign Languages*, dated 15 Nov 2013

Business Policies:

- The use of Tuition Assistance (TA) for non-degree oriented language courses is limited to those published by Under Secretary of Defense for Personnel and Readiness on the DoD Strategic Language List (IAW reference 2.b). The DoD Strategic Language List identified three groups of languages: “Immediate” needed to meet urgent current demands, “Emerging” languages anticipated for expansion in the near future, and “Enduring” languages. While the DOD list includes “Enduring” languages, in a time of reduced resources TA will not be authorized for these languages. The Army is no longer producing MOS training in some languages on the list, e.g. Russian. As a result, continued TA funding for those languages is no longer in the Army’s best interest.
- Host language courses for Soldiers assigned OCONUS are authorized TA for up to 15 semester hours of the host-nation language.
- Foreign language courses which are part of a Soldiers degree plan are authorized TA.

Description	Response
TA for Language courses	Close case: Dear _____, The use of Tuition Assistance (TA) for non-degree oriented language courses is limited to those published by USD (P&R) on the DoD Strategic Language List (IAW reference 2.b.). The DoD Strategic Language List identifies three groups of languages: “Immediate Investment,” “Emerging” and “Enduring.” DoD views these groups of languages as a continuing need for the next 10-15 years; however, at a time of reduced resources, “Enduring” languages will not be TA eligible. --Language Name-- is not on the approved list of languages eligible for TA. Please see the attached Tuition Assistance (TA) for DoD Strategic Foreign Language Information Paper, dated 15 Nov 2013, which lists the approved languages. This paper is available at GoArmyEd in the Education Policy Documents at GoArmyEd. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Student Agreement Hold

Soldier Quick Start Training, Requesting Tuition Assistance (TA), dated 3 Apr 2015

Soldier Quick Start Training, Holds, dated Apr 2015

ACES Training-Viewing and Resolving Hold, Version 9, dated Jan 2015

Processing SOCAD Student Agreement (SA) or Documented Degree Plans, Version 9, 25 Apr 2013

Business Policies:

- An External Degree Plan is selected if a Soldier’s home school is a Non-LOI School. An Other Degree Plan is selected if a Soldier’s home school is an LOI School but the Soldier’s degree plan is not listed in the portal. The External Degree Plan and Other Degree Plan designations indicate that a degree plan offered by a school is not listed in the GoArmyEd portal.
- Drop-down Degree Plan (-d) is a degree that is listed in the GoArmyEd portal, but the requirements are not built in the portal.
- The Student Agreement /Documented Degree Plan allows Soldiers to view a listing of courses they must complete to obtain their degrees, as well as the degree requirements already met when a Soldier’s admission file was reviewed by his or her home school.
- Soldiers should have their SA or Documented Degree Plan posted to their GoArmyEd Student Records by the end of the sixth semester hour taken at their home school or the ninth semester hour at any school (whichever comes first).
- If the SA/ Documented Degree Plan is not in place, a hold is placed automatically at the end of a Soldier’s sixth semester hour at his or her home school, or after nine semester hours at any school (whichever comes first) to prevent the Soldier from using TA until requirement is met.
- Soldiers pursuing an Other, External, or Drop-down Degree Plan must have their SA/ Documented Degree Plan uploaded to the Student Record in eFile before they can be validated by an Army Education Counselor.
- When a Soldier changes a degree plan, he or she must have a SA or Documented Degree Plan in the Student Record to reflect the new degree plan by the end of the sixth semester hour taken at the Soldier’s home school, or by the end of the ninth semester hour at any school, whichever comes first.

Description	Response
<p>Soldier needs to upload Student Agreement</p>	<p>Close case: Dear ____, HQ ACS has reviewed your case. Soldiers must have a Student Agreement (SA) or Documented Degree Plan in their GoArmyEd Student Record prior to the end of the sixth semester hour taken at their home school, or before completing nine semester hours at multiple schools using Army Tuition Assistance (TA), whichever comes first. This must be uploaded to your GoArmyEd account in your eFile. A Student Agreement/ Degree Plan consists of: The name of the school, your name, the name of the degree you are pursuing, a list of the courses that are required, a list of the courses that the school has already given credit for, and finally it must be signed by a representative of the school. This must be personalized and cannot be a photocopy from a catalog or generic form a website. Once you have obtained this document you may upload it to your eFile. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>

<p>Student Agreement review and assistance</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES is escalating your case to your local Army Education Center. The Soldier is inquiring about the Student Agreement. HQ ACES requests for an Army Education Counselor to assist Soldier with any questions regarding the Degree Plan or TA Policy. Thank you for your assistance. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>LOI Fully-Developed Student Agreement hold</p>	<p>Escalate to school: Dear ____HQ ACES is requesting that ---School---review the Soldier’s degree plan application. The Soldier is requesting to pursue a degree in---Degree Name---. Once the application is approved and posted by---School---, the Student Agreement hold will be removed from the Soldier’s GoArmyEd account. Please see the attached step-by-step guide to Processing Student Agreements or Documented Degree Plans. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Student Agreement hold lifted</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. Your Student Agreement hold was lifted on---MM/DD/YYYY---. If you need further assistance, please contact your local Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Student Agreement / Course Planner requirement</p>	<p>Close case: Dear ____ HQ ACES has reviewed this case. Soldiers will still be required to have a Student Agreement as well as complete the Course Planner prior to the end of the sixth semester hour taken at their home school, or before completing nine semester hours at multiple schools. The two documents should match one another in regards to the plan of study and the remaining courses still needed for degree completion. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Student Agreement -Pre-requisite courses</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. All pre-requisite courses must be listed on a Student Agreement before the courses will be TA eligible. If the course is not listed on the Student Agreement, your school will need to provide a memo stating the course is required for degree completion. This should be done PRIOR to requesting TA; TA must be requested and approved prior to the course start date. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

TA-Ineligible

Army Regulation 621-5 outlines TA prohibitions. Please review TA Policy documents, procedures and consult Subject Matter Experts regarding TA-eligibility.

Description	Response
<p>Non-accredited Degree: TA-Ineligible</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. You inquired about your non-accredited bachelor's degree. Only schools from regionally or nationally accredited educational institutions with accredited programs are eligible to participate in the Army Tuition Assistance Program and to be used to award credits towards promotion points. Therefore, your non-accredited bachelor's degree cannot be applied to your GoArmyEd account. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Soldier needs to complete prerequisites prior to enrolling into Master Program -Soldier has bachelor's degree -Soldier needs to activate their GoArmyEd account</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. You will need to upload documentation from your school that lists the prerequisite courses necessary to enroll into the -- Master's Program. Once the documentation is uploaded to your GoArmyEd eFile, please see your Army Education Counselor to assist you with completing the Six-Step Wizard and activating your GoArmyEd account. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Soldier Separated from the Army: TA-Ineligible</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. You state that you recently separated from the Army, which makes you ineligible to receive Army Tuition Assistance as stated in the attached Statement of Understanding eligibility requirements. Furthermore, Your GoArmyEd account currently shows you as an "Active - Base Role - Soldier" with a Date of Separation Date as ---MM/DD/YYYY. You need to contact your local Army Education Center for assistance with deactivating your GoArmyEd account. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Soldier wanting TA for Army-Funded course: TA-Ineligible</p>	<p>Close Case: Dear ____, HQ ACES has reviewed your case. The Defense Acquisition Work Force Level 3 certification program is an Army-Funded certification. According to Army Regulation 621-5 dated 11 Jul 2006, 5-7 t., "TA funds will not be authorized for...MOS and/or mission-required military training courses." Course CON 353 offered through Bellevue University is not a TA-eligible course. HQ ACES has also verified with the Defense Acquisition University that CON353 is a predecessor to course CON 360. You will have to wait until CON 360 is available again through DAU or take CON 353 as a Soldier-Funded course through Bellevue University. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>TA for audited courses-From school</p>	<p>Close case: Dear ____, Per Army regulation 621-5, Soldiers are only eligible to use Army TA for courses that are credit bearing and further them toward degree completion. Audited courses do not qualify for Army TA per section 5-7m "Tuition Assistance prohibitions: TA funds will not be authorized for audited or repeated courses. Courses may be repeated using Tuition Assistance if a failing grade or a withdrawal has been resolved IAW para 5-13." You may reject/remove the student's TA Request from your invoice and bill the student directly. If the student has questions you may refer them to their Army Education Center for clarification. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Teacher Certification/Licensure

Tuition Assistance (TA) for Certificate / Diploma Programs, dated 25 Jul 2014

TA Policy Clarification for Teacher Certification/Licensure, dated 11 Jul 2012

Information Paper: TA Policy for Post-secondary Certificate and Diploma Programs, dated 20 Dec 2011

AR 621-5, dated 11 Jul 2006

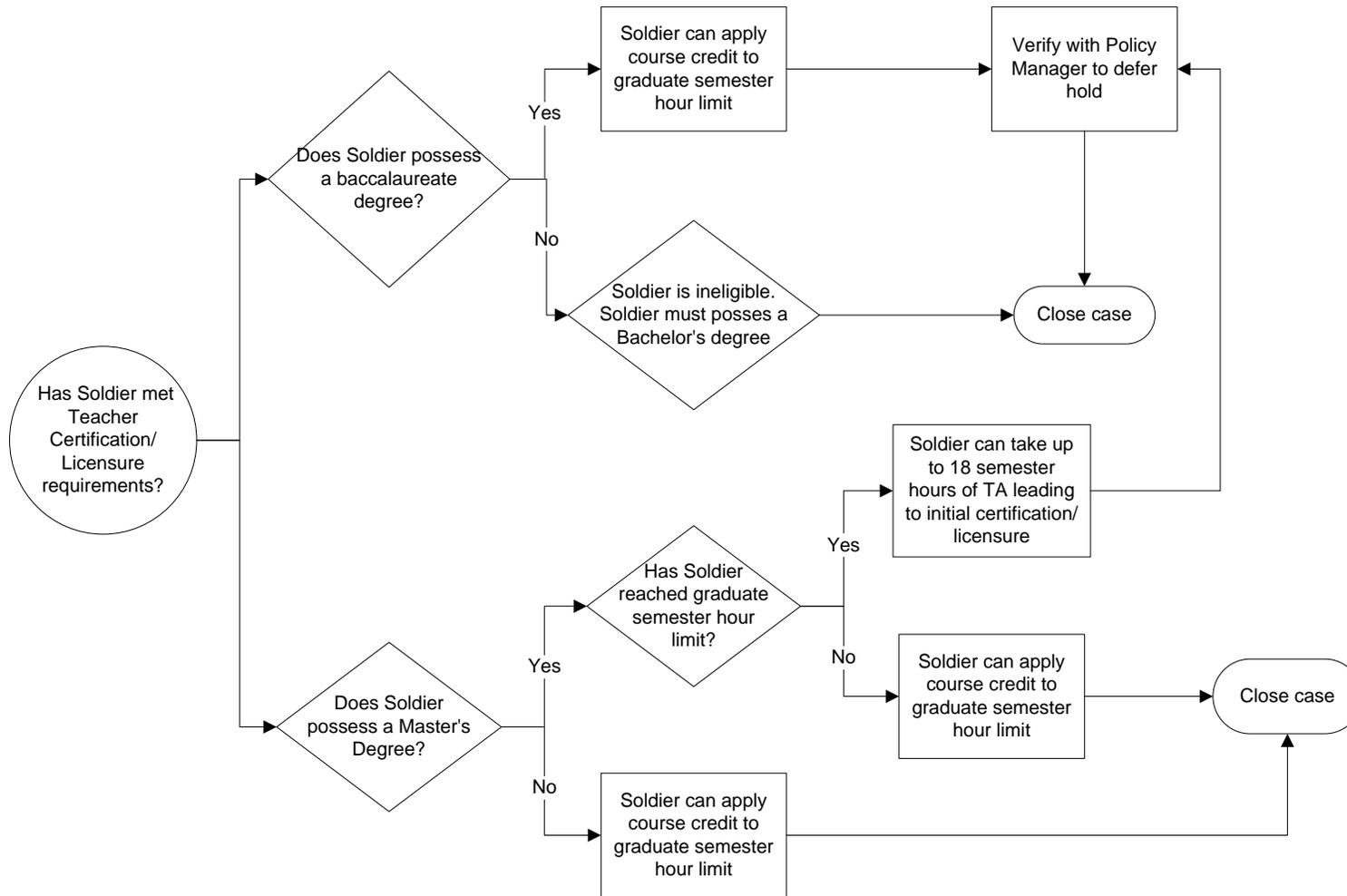
Business Policies:

- Army Regulation 621-5 authorizes a Soldier one (1) certificate regardless of the Soldier's current education level.
- TA will only be authorized for the professional education courses leading to an initial teacher certification/licensure for one state.
- TA will not be authorized for courses to: maintain teacher certification/licensure, obtain an endorsement/specialized certification (i.e., principal/administration, counseling, curriculum, reading specialist among others), obtain a second master's degree, meet multi-state certification/licensure requirements, or for any teacher certification/licensure required examinations.
 - Soldiers possessing a baccalaureate degree or those who have reached the undergraduate semester hour limit will have all course credit applied to the current graduate semester hour limit regardless of course level.
 - Soldiers possessing a master's degree or those who have reached the graduate semester hour limit will be authorized up to 18 semester hours of TA for professional education courses leading to initial teacher certification/licensure. Content/subject area courses (e.g., Math, English, Social Science) will not be authorized for TA.

Use the following flow chart to determine eligibility.

Checklist:

- ✓ Soldier must provide documentation from State Teaching Board and/or school listing the required courses to receive teaching certification / licensure



Description	Response
Teacher certification/licensure - Authorize 18 additional semester hours	Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has verified that you are currently pursuing a post-baccalaureate certificate and have submitted your Degree Plan. Your degree plan has been reviewed and you are now authorized up to 18 semester hours of TA for professional education courses leading to initial teacher certification/licensure per "TA Policy Clarification for Teacher Certification/Licensure" dated 11 Jul 2012. HQ ACES has deferred your Graduate Limit Reached hold until ---MM/DD/YYYY---. You will need to enroll into courses and submit your TA requests prior to the hold deferment end date. Note- in the future you will need to open a new GoArmyEd Helpdesk case to have your hold deferred each time you need to register for courses until you reach the authorized 18 semester hour limit. Keep in mind, TA must be requested and approved prior to the course start date. Please reference the attached Policy letter to ensure that you register for courses authorized for TA. If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES
Teaching Certificate- requesting documentation	Return for more info: Dear ____, HQ ACES has reviewed this case. While you have uploaded a document showing your schedule and grades, Army Education requires more specific documentation. GoArmyEd will need documentation from the State Teaching Board and/or your school at which you plan to receive your Teaching Certificate documenting the required courses to receive your State Teaching Certificate. Please note Soldiers possessing a master's Degree or those who have reached the graduate semester hour limit will be authorized up to 18 semester hours of TA for professional education toward a state teaching certificate. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES

Tuition Assistance Suspension

Tuition Assistance Suspension- Secretary of the Army approves suspension of Army Tuition Assistance

Business Policies:

- At any time when the Secretary of the Army approves the suspension of Army Tuition Assistance (TA), the suspension is applied to all components, including the Army Reserve and National Guard. Soldiers are able to continue to access their GI Bill benefits, if applicable, either the Montgomery GI Bill (MGIB) or the Post 9/11 GI Bill, or use other funding sources (i.e. grants, scholarships, or Army National Guard Soldiers using state TA where available); however, Soldiers are no longer permitted to submit new requests for TA or increase TA funds to approved courses during the suspension of TA.

- Once the suspension of TA is lifted, course enrollment functionality in GoArmyEd will be turned on to allow Soldiers to request TA.
 - **No new enrollments or corrections to already approved enrollments with start dates during the TA suspension will be authorized – no exceptions.**
 - For Soldiers attending Non-LOI schools, enrollments with false start dates will be subject to rejection by HQ ACES.
 - For Soldiers attending LOI schools, LOI classes with start dates during the TA suspension will have their registration window closed; schools will be unable to reopen those windows.

Tuition Assistance Suspension- Congress not passing a budget or Continuing Resolution (CR) to fund the government

Business Policies:

- Due to Congress not passing either a budget or a Continuing Resolution (CR) to fund the government by --Date-- Time-- for Fiscal Year (FY) **yyyy**, Tuition Assistance (TA) for classes starting on or after --Date-- was suspended. Effective --Date-- – --Date-- all Soldier accounts in GoArmyEd were placed on hold and they were not able to process any new TA requests.
- The Antideficiency Act prohibits federal agencies from obligating or expending federal funds in advance of or in excess of an appropriation by Congress. As such, the Army was not able to honor all of the FYyy TA requests that had been requested in GoArmyEd prior to --Date-- with a class start date of --Date-- – --Date--. Effective --Date--, a program was ran in GoArmyEd that rejected all approved TA requests for classes scheduled to start that day. This program continued to run each morning until either a budget or a CR was approved by Congress and signed by the President.
 - Soldiers are made aware of the potential debt they may incur with their school should they attend classes that are rejected as a result of the budgetary crisis and were encouraged to monitor GoArmyEd for updates. When this issue was resolved, the holds were removed and Soldiers were once again able to request TA through GoArmyEd. However, Soldiers will not be able to request TA for classes with a start date during the suspension period. In the interim, Soldiers could use GI Bill benefits, if applicable -- either the Montgomery GI Bill (MGIB) or the Post 9/11 GI Bill, or use another funding source. We regret having had to take this action.

Description	Response
Increase Cost Request	Close case: Dear ____, Tuition Assistance (TA) is only payable up to the amount authorized on the TA request. In this case, the school may bill the Army for the approved Army Cost of \$_____ for course--- Course Title (Start Date) . This is the amount you selected when completing your TA request. To avoid this scenario in the future, ensure you have accurate tuition costs and fees prior to requesting TA. In addition, due to the current fiscal challenges, the Secretary of the Army approved the suspension of Army Tuition Assistance (TA) effective --Date--. No additional TA funds can be authorized to previously approved TA requests. The suspension applies to all components, including the Army Reserve and National Guard. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

<p>Request to approve TA (post TA suspension)</p>	<p>Escalate case: Dear ____, HQ ACES has reviewed your case. HQ ACES is escalating the case to your designated Education Center for further guidance regarding additional funding which may possibly be available to you. HQ ACES is unable to process the request to approve and/or place your TA requests back into pending status at this time. Due to the current fiscal challenges, the Secretary of the Army approved the suspension of Army Tuition Assistance (TA) effective --Date--. The suspension applies to all components, including the Army Reserve and National Guard. Soldiers can continue to access their GI Bill benefits, if applicable, or use other funding sources (i.e. grants, scholarships, or Army National Guard Soldiers using state Tuition Assistance where available). If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Pending Suspension deadline inquiry</p> <p>** Current Suspension Policy must be reviewed and response altered accordingly.</p>	<p>Close case: Dear ____, The Secretary of the Army has approved the suspension of Tuition Assistance effective --Date--. Soldiers will no longer be permitted to submit new requests for Tuition Assistance. However, Soldiers currently enrolled in courses approved for Tuition Assistance are not affected, and will be allowed to complete current course enrollment(s). This change in the Army Tuition Assistance program applies to all Soldiers, including the Army National Guard and Army Reserves. The Army understands the impacts of this decision and will re-evaluate the decision if the budgetary situation improves. The --Date-- Time-- deadline applies to the approval of any pending TA request submitted prior to the HQ ACES Request hold being place on Soldier accounts at --Date-- Time--. In the interim, Soldiers can continue to access their GI Bill benefits, if applicable, or use other funding sources (i.e. grants, scholarships, or Army National Guard Soldiers using state Tuition Assistance where available). Soldiers should contact their local education centers with questions and to get updates. Updated information will also be posted to www.goarmyed.com. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Hold was placed prior to deadline</p> <p>** Current Suspension Policy must be reviewed and response altered accordingly.</p>	<p>Close case: Dear ____, The Secretary of the Army has approved the suspension of Tuition Assistance effective upon the immediate placement of the HQ ACES Request hold on your GoArmyEd account regarding new Tuition Assistance Requests. The --Date-- Time-- deadline regards Tuition Assistance Forms that are already submitted and awaiting review and approval from an Army Education Counselor. Tuition Assistance Forms must have been submitted prior to the HQ ACES Request hold on your GoArmyEd account in order to be reviewed and approved by the --Date-- Time-- deadline. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>Without deadline inquiry</p> <p>** Current Suspension Policy must be reviewed and response altered accordingly.</p>	<p>Close case: Dear ____, The Secretary of the Army has approved the suspension of Tuition Assistance effective --Date-- Time--. Soldiers will no longer be permitted to submit new requests for Tuition Assistance during the suspension. However, Soldiers currently enrolled in courses approved for Tuition Assistance are not affected, and will be allowed to complete current course enrollment(s). This change in the Army Tuition Assistance program applies to all Soldiers, including the Army National Guard and Army Reserves. The Army understands the impacts of this decision and will re-evaluate the decision if the budgetary situation improves. In the interim, Soldiers can continue to access their GI Bill benefits, if applicable, or use other funding sources (i.e. grants, scholarships, or Army National Guard Soldiers using state Tuition Assistance where available). Soldiers should contact their local education centers with questions and to get updates. Updated information will also be posted to www.goarmyed.com. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

<p>Soldier wants de-obligation of 2 Year ADSO due to TA Suspension</p>	<p>Close case: Dear ____, The Statement of Understanding (SOU) for Use with Army Tuition Assistance (TA), dated --Date, stipulates "[i]f I am an Active Duty Commissioned Officer or Commissioned Warrant Officer, I understand I incur an ADSO of two years." On Date- mm/dd/yyyy, you signed the SOU agreeing to the conditions for the use of Tuition Assistance; therefore you are responsible for the ADSO of two-years incurred regardless of the Tuition Assistance Program's suspension. Keep in mind that Tuition Assistance is approved on a course-by-course basis, not for an entire degree program. The Tuition Assistance suspension is necessary given the significant budget execution challenges caused by the combined effects of a possible year-long continuing resolution and sequestration. The Army understands the impacts of the suspension and will re-evaluate the decision if the budgetary situation improves. You may can continue to access your GI Bill benefits, if applicable, or use other funding sources (i.e. grants, scholarships, or Army National Guard Soldiers using state Tuition Assistance where available). Please see your Army Education Center for additional assistance. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>FY yy Suspension ** Current Suspension Policy must be reviewed and response altered accordingly.</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. Due to Congress not passing either a budget or a Continuing Resolution (CR) to fund the government by --Date-- Time-- for Fiscal Year yyyy (FYyy), Tuition Assistance (TA) for classes starting on or after --Date-- Time-- has been suspended until further notice. Effective --Date--, all Soldier accounts in GoArmyEd will be placed on hold and they will not be able to process any new TA requests. As such, the Army will not be able to honor any of the FYyy TA requests that have been requested in GoArmyEd with start dates between --Date-- and the date when the TA suspension is lifted; no exceptions will be made. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>
<p>FY yy Suspension- Re-instatement ** Current Suspension Policy must be reviewed and response altered accordingly.</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. Army Education has received FYyy tuition assistance funds from OMB. The program to remove the hold that blocked Soldiers from requesting TA was executed and the hold was removed from Soldier accounts. Soldiers are now able to request TA for classes with a start date of --Date-- or later. Currently, Soldiers will not be able to resubmit TA requests that were rejected during the TA suspension, or submit new TA requests, for classes with a start date between --Date-- ---Date--. Army Education regrets any inconvenience this TA suspension caused to Soldiers and wishes you continued success with your educational pursuits. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Undergraduate Semester Hour Limit Hold

Memo for Tuition Assistance (TA) for Certificate/Diploma Programs, dated 25 Jul 2014

Memo for Tuition Assistance and Course Recoupment, dated 24 Mar 2014

Information Paper: Tuition Assistance Policy Frequently Asked Questions, Dated 2 Aug 2011

Memo for Semester Hour Limits on Tuition Assistance (TA), Dated 26 Jun 2012

What is calculated as graduate semester hours?

Calculation includes:

- Courses listed under the Soldier's GoArmyEd Educational tab
- Regardless of funding, any courses listed after indication of bachelor's degree conferral; conferral date may be listed on Soldier's Personnel tab, Program Plan History or Common Application
- EDMIS - Funded courses
- ARNG - Funded courses
- WEBS - Funded courses

Calculation does not include:

- Military Withdrawal courses
- Soldier-Funded courses
- Any courses that have been recouped
- "FM" Grades from legacy data (Failing for Military Reasons)
- Courses that are approved exceptions (e.g., IPAP, AECp)

Use the following table to determine how semester hours are calculated.

****Note-**iMARC, EDMIS and WEBS legacy data has migrated into GoArmyEd with Release 7.10. Be aware that Withdrawal-Military (WM) grades may be erroneously counted in the semester hour limit. You will need to verify a “WM” grade to ensure the semester hour count is correct.

Description	Response
Undergraduate SH Limit Reached hold -deferred due to one course left to fulfill total 130 semester hours allowable	Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has confirmed that you have reached ---#SH--- undergraduate SH toward your 130 Semester Hour cap. Please see the calculation uploaded into your e-file for reference. Your hold has been deferred until ---90 Days Out--- to allow you to enroll in your last ---#SH--- of undergraduate Army TA. If your hold deferment expires, and you need to register for TA, a new manual calculation of your undergraduate hours will need to be performed. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES
Undergraduate SH Limit Reached hold -No longer eligible	Close case: Dear ____, HQ ACES has reviewed your case. HQ ACES has calculated your semester hours and they totaled ---#SH---. Please see the calculation uploaded into your e-file for reference. You are no longer eligible for undergraduate TA. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES

<p>Undergraduate SH limit reached hold and Degree Completed hold</p>	<p>Escalate to Ed Center: Dear ____, HQ ACES has reviewed your case and is escalating it to your Army Education Center. ---School--- has posted your graduation information to your GoArmyEd account. The Civ Ed Code Mismatch hold has been lifted from your account and replaced with a Degree Completed hold. HQ ACES requests that the Army Education Center assist the Soldier in changing to a master's degree plan. Once this change is completed, the degree completed hold will be lifted. Note that you also have an Undergraduate Limit Reached hold on your account. This hold has been deferred for 90 days and will need to be deferred each time the hold deferral expires until the Soldier reaches the 39 graduate semester hour limit. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Undergraduate SH Limit Reached hold - No longer eligible until master's degree **Soldier must have met the 10 yr time in service requirement</p>	<p>Close case: Dear ____, HQ ACES has reviewed your case. All courses listed under your GoArmyEd Education Tab are listed as Semester Hours and the information is transferred from the Tuition Assistance Requests that you have completed and submitted. HQ ACES has counted up your semester hours and they totaled ---#SH---. Please see the calculation uploaded into your e-file for reference. Your Undergraduate Semester Hour Limit Reached hold will remain on your GoArmyEd account. You will become eligible for 39 semester hours of Army TA once you have completed your baccalaureate degree and change your degree plan to a master's degree. If you need further assistance, please contact your Army Education Center or contact the GoArmyEd Helpdesk at 800-817-9990. Thank you, HQ ACES</p>
<p>Undergraduate SH Limit Reached hold -School requests to post future graduation -Soldier wants to pursue graduate certificate</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. The Soldier must provide a copy of official transcripts that include the type of degree, confer date and GPA. ---School--- has stated that ---Soldier--- is approved to graduate on - --MM/DD/YYYY---; therefore the school will not be able to post graduation until on or after the conferral date. Additionally, prior to being eligible to pursue a graduate degree or graduate certificate, ---Soldier--- must contact his Personnel Administration Center (PAC) to have his civilian education level updated to show a bachelor's degree. The Undergraduate Semester Hour Limit Reached hold will be automatically removed once the Soldier has the appropriate Civ Ed code and the undergraduate degree has been conferred. If you need further assistance, contact your Army Education Center or the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES</p>

Veteran's Benefits / Top-Up

Concurrent Use of FTA and MGIB 1606 & 1607 Benefits, Jan 2015

Memo: Updated Guidance on Department of Defense Instruction (DoDI) 1322.25, Incorporating Change 3 Effective 7 Jul 2014, dated 5 Aug 2014

AR 621-5, dated 11 Jul 2006

Business Policies:

Department of Defense (DoD) policy does restrict the concurrent use of TA with certain veteran's education benefits. Specifically, TA is not allowed in conjunction with other educational benefits programs authorized under title 10, United States Code (U.S.C.), to include the Montgomery GI Bill-Selected Reserve program (Chapter 1606) or the Reserve Educational Assistance Program (Chapter 1607) for the same course. To clarify, this policy provision impacts Service members utilizing DoD educational benefits programs authorized under title 10, U.S.C., not the GI Bill programs authorized under Title 38, U.S.C., to include the Montgomery GI Bill - Active Duty program (Chapter 30) or the Post-9/11 GI Bill program (Chapter 33).

- Chapter 30, Montgomery GI Bill (MGIB) permits Veterans Affairs (VA) to issue payment to an individual for all or any portion of the difference between the Tuition Assistance (TA) amount paid by the Army and the total cost of the tuition and related charges. If tuition and expenses are more than the amount the TA pays, a Soldier (officer or enlisted) eligible for Chapter 30 benefits can elect to receive MGIB benefits for all or part of the remaining expenses, up to the VA authorized cap. (A Soldier must serve at least two years on active duty before being able to use Chapter 30 MGIB benefits, including TA Top-Up.)
- A member of the Active Army, ARNG, or USAR (AGR or Selected Reserve) who is eligible to receive Chapter 30 benefits and is receiving TA (authorized/derived under 10 USC 2007) is eligible for TA Top-Up. In cases involving reservists with Chapter 30 MGIB benefits, TA paid by the Army Reserve Component qualifies for TA Top-Up. However, when a state provides stated-funded TA to members of the ARNG, those funds do not qualify for TA Top-Up.
- The amount of TA Top-Up paid is deducted from the individual's remaining MGIB entitlement.

Description	Response
<p>Inquiry regarding VA benefits used with TA</p>	<p>Close case: Dear ____, HQ ACES has reviewed this case. The guidance for VA school certifying officials in which HQ ACES has received indicates: effective 11/26/2014, (however HQ ACES recommends confirming with the VA for the official process / effective date) the Army has provided the following guidance to Soldiers ... "The Department of Defense (DoD) recently updated guidance on the utilization of tuition assistance (TA) and Department of Veterans Affairs (DVA) education benefits. DoD and DVA have announced that service members are no longer authorized to use either TA and DVA benefits from the Montgomery GI Bill-Selected Reserve program (Chapter 1606 of Title 10, United States Code) or Reserve Educational Assistance Program (Chapter 1607 of Title 10, United States Code) for the same course. Soldiers can use TA and DVA benefits from the Montgomery GI Bill - Active Duty program (Chapter 30 of Title 38, United States Code) or Post-9/11 GI Bill program (Chapter 33 of Title 38, United States Code) simultaneously for the same course through the TA Top-up benefit. The amount of the Top-up benefit can be equal to the difference between the total cost of a college course and the amount of TA that is paid by the Army for the course. The amount of the benefit is limited to the amount that the person would receive for the same course if regular GI Bill benefits (Chapter 30 / 33) were being paid. In no case can the amount paid by TA combined with the amount paid by DVA be more than the total cost of the course. If a Soldier receives the Top-up benefit, his or her regular GI Bill benefits will be reduced. Reserve Component Soldiers who qualify for Chapter 30 Montgomery G.I. Bill benefits may use those benefits concurrently with TA. For More Information, Soldiers may reach out to DVA at 1-888-442-4551 or www.benefits.va.gov." If you need further assistance, contact the GoArmyEd Helpdesk at 1-800-817-9990. Thank you, HQ ACES S</p>

Table of Contents is hyperlinked to each page of the document.

PLEASE DO NOT PRINT THIS DOCUMENT.

Appendix A - Education Policy Documents

- These documents are information papers and other official documents that provide policy clarification on Army Tuition Assistance and other ACES programs and services.

Use **Ctrl + Click** on the hyperlink to open the Policy Document. You must log in with your GoArmyEd account information to view the document.

Date uploaded to GoArmyEd	Title	Description
4/20/2015	TA ETP FAQs for Soldiers in Korea-Japan (Apr 2015)	TA ETP FAQs for Soldiers in Korea - Japan (Apr 2015)
4/20/2015	TA ETP for Soldiers in Korea-Japan (Apr 2015)	TA ETP for Soldiers in Korea - Japan (Apr 2015)
3/30/2015	ALARACT 052-2015 Tuition Assistance Guidance	ALARACT 052-2015 Tuition Assistance Guidance (Mar '15)
3/24/2015	Non-LOI TA Request Business Rules-Mar 2015	Non-LOI TA Business Rules
1/23/2015	Concurrent Use of FTA and MGIB 1606 & 1607 Benefits	Concurrent Use of FTA and MGIB 1606 & 1607 Benefits (Jan '15)
10/7/2014	Access to Army Installations FAQs (Sep '14)	Access to Army Installations FAQs (Sep '14)
10/7/2014	Access to Army Installations Memo (24 Sep '14)	Access to Army Installations Memo (24 Sep '14)
8/8/2014	Army eLearning Certification Prep Programs (Aug '14)	Army eLearning Certification Prep Programs (Aug '14)
8/6/2014	TA for Certificate - Diploma Programs (25 Jul 2014)	TA for Cert - Diploma Programs (25 Jul 2014)
8/1/2014	HQ ACES updated memo on DoDI 1322.25	HQ ACES updated memo on DoDI 1322.25 (5 Aug 2014)
7/18/2014	Information Paper FAQs on DoDI 1322.25 Change 3 (Jul '14)	FAQs on DoDI 1322.25 Change 3 (Jul '14)
7/18/2014	HQ ACES Memo on DoDI 1322.25 Change 3 (Jul '14)	HQ ACES memo on DoDI 1322.25 Change 3 (15 Jul 2014)
6/16/2014	Clarification for Specialized Chaplain Certificates	Clarification for Specialized Chaplain Certificates (12 Jun 2014)
6/3/2014	TA Policy on Course Recoupment (Mar 2014)	TA Policy on Course Recoupment (Mar 2014)
3/26/2014	Military Withdrawal Info Paper (Mar 2014)	Military Withdrawal Info Paper (Mar 2014)

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3/26/2014	Military Withdrawal Hold Policy (Mar 2014)	Military Withdrawal Hold Policy (Mar 2014)
2/12/2014	FY14 TA Policy FAQs Part 1-4	FY14 TA Policy FAQs Part 1-4
2/12/2014	FY14 TA Policy - ALARACT Msg 317/13	FY14 TA Policy - ALARACT Msg 317/13
1/16/2014	GPA Manual Calculation	GPA Manual Calculation
12/20/2013	FY14 TA ETP for Soldiers Pursuing a Graduate Degree-Dec'13	FY14 TA ETP for Soldiers Pursuing a Graduate Degree-Dec'13
12/03/2013	Itemization of Tuition and Fees Policy Memo 15 Nov 13	Itemization of Tuition and Fees Policy (15 Nov 13)
11/15/2013	TA for Strategic Foreign Languages 05-09-12	TA for Strategic Foreign Languages - 5/9/2012
7/17/2013	TA Exception to Policy (ETP) Memo Jul 2013	TA Exception to Policy (ETP) memo - 7/2013
06/13/2013	TA Policy for APFT and AWCP Flags	TA Policy for APFT and AWCP Flags
05/29/2013	Reserve Officer Training Corps (ROTC) TA Policy - 2 May 2013	Reserve Officer Training Corps (ROTC) TA Policy - 5/2/2013
02/12/2013	TA Clarification for the IPAP - 11 Feb 2013	TA Clarification for the IPAP - 2/11/2013
01/29/2013	Documented Degree Plan Info Paper 01/28/13	Documented Degree Plan Info Paper - 01/28/2013
01/07/2013	California Career School - Jan '13	California Career School - 1/2013
12/13/2012	Prerequisites for ACTEDS-funded Training	Prerequisites for ACTEDS-funded Training
10/22/2012	Martinsburg Institute 10-15-2012	Martinsburg Institute - 10/15/2012
08/21/2012	Counseling on Academic Institutions Accreditation Status	Counseling on Academic Institutions Accreditation Status
07/12/2012	TA Policy Clarification for Teacher Cert/Licensure 07-12-12	TA Policy Clarification for Teacher Cert/Licensure - 7/12/2012
07/09/2012	TAG TA Policy Memo 06-26-12	TAG TA Policy Memo - 6/26/2012
07/09/2012	CA Career School 05-15-12 (rescinded 4 Jan '13)	CA Career School - 5/15/2012 (rescinded 4 Jan '13)
07/09/2012	Non-Traditional Degree Programs Checklist 040612	Non-Traditional Degree Programs Checklist - 4/6/2012
07/09/2012	First Professional Degrees 03-28-12	First Professional Degrees - 3/28/2012

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07/09/2012	ATRRS Info Paper 03-16-12	ATRRS Info Paper - 3/16/2012
07/09/2012	Martinsburg Institute 01-27-12	Martinsburg Institute - 1/27/2012
07/02/2012	Withdrawals for Military Reasons 12-30-11	Withdrawals for Military Reasons - 12/30/2011
07/02/2012	TA Policy Certificate-Diploma 12-20-11	TA Policy Certificate-Diploma - 12/20/2011
07/02/2012	Enlisted Education Program (EEP) Guidance 12-15-11	Enlisted Education Program (EEP) Guidance - 12/15/2011
07/02/2012	Martinsburg Institute 11-29-11	Martinsburg Institute - 11/29/2011
07/02/2012	OASC Approved for Basic Skills 07-19-11	OASC Approved for Basic Skills - 7/19/2011
07/01/2012	ACES Employees and Outside Employment 08-01-11	ACES Employees and Outside Employment - 8/01/2011
07/01/2012	After-the-Fact TA ETP Guidance 10-20-11	After-the-Fact TA ETP Guidance - 10/20/2011
07/01/2012	eArmyU Program Completion	eArmyU Program Completion
07/01/2012	TA Completion for IPAP	TA Completion for IPAP
07/01/2012	TA Policy 07-14-11 (Superseded by Memo - 06-26-12)	TA Policy - 7/14/2011 (Superseded by Memo - 06-26-12)
07/01/2012	TA Policy Clarification 080211	TA Policy Clarification - 8/2/2011
07/01/2012	TA Policy FAQ 080211	TA Policy FAQ - 8/2/2011

Appendix B - Required Publications

AR 611–5

Army Personnel Selection and Courseification Testing

AR 621–202

Army Educational Incentives and Entitlements

AR 621-5

Army Continuing Education System

DODD 1322.08E

Voluntary Education Programs for Military Personnel. (Available at www.dtic.mil/whs/directives)

DODI 1322.19

Voluntary Education Programs in Overseas Areas. (Available at www.dtic.mil/whs/directives)

DODI 1322.25

Voluntary Education Programs. (Available at www.dtic.mil/whs/directives)

DANTES

DANTES Examination Program Handbook. (Available www.dantes.doded.mil or DANTES, 6490 Saufley Field Road, Pensacola, FL 32509–5243)

DANTES

DANTES External Degree Catalog. (Available www.dantes.doded.mil or DANTES, 6490 Saufley Field Road, Pensacola, FL 32509–5243)

DANTES

DANTES Independent Study Catalog. (Available www.dantes.doded.mil or DANTES, 6490 Saufley Field Road, Pensacola, FL 32509–5243)

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DANTES

DANTES Catalog of Nationally Accredited Distance Learning Programs. (Available www.dantes.doded.mil or DANTES, 6490 Saufley Field Road, Pensacola, FL 32509–5243)

SOC

SOCAD–2 Handbook. (Available at www.soc.aascu.org or Servicemembers Opportunity Colleges, 1307 New York Avenue, N.W., fifth floor, Washington, DC 20005–4701)

SOC

SOCAD–4 Handbook (Available at www.soc.aascu.org or Servicemembers Opportunity Colleges, 1307 New York Avenue, N.W., fifth floor, Washington, DC 20005–4701)

eArmyU

eArmyU Implementation Plan. (Available at www.earmyu.com)

The Guide to Educational Credit by Examination (ACE)

This publication is available from the American Council on Education, One Dupont Circle, N.W., Washington, DC 20036

The Guide to the Evaluation of Educational Experiences in the Armed Services (ACE Guide)

The current edition and updates are available from DANTES, 6490 Saufley Field Road, Pensacola, FL 32509–5243

The National Guide to Educational Credit for Training Programs

The current edition and updates are available from DANTES, 6490 Saufley Field Road, Pensacola, FL 32509–5243

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Related Publications

A related publication is a source of additional information. The user does not have to read it to understand the publication. United States Codes (USC) are available at <http://www.gpoaccess.gov/uscode/>

AFAR

Army Federal Acquisition Regulation (Available at www.arnet.gov/far/)

AR 5–1

Total Army Quality Management

AR 5–9

Area Support Responsibilities

AR 5–14

Management of Contracted Advisory and Assistance Services

AR 5–18

Army Stationing and Installation Plan (ASIP)

AR 11–2

Management Control

AR 11–6

Army Foreign Language Program

AR 15–1

Boards, Commissions, and Committees—Committee Management

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AR 15–6

Procedures for Investigating Officers and Boards of Officers

AR 25–1

Army Knowledge Management and Information Technology

AR 25–55

The Department of Army Freedom of Information Act Program

AR 27–60

Intellectual Property

AR 71–32

Force Development and Documentation-Consolidated Policies

AR 135–100

Appointment of Commissioned and Warrant Officers of the Army

AR 135–178

Enlisted Administrative Separations

AR 140–111

U. S. Army Reserve Reenlistment Program

AR 210–14

The Army Installation Status Report Program

AR 340–21

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The Army Privacy Program

AR 350–1

Army Training and Leader Development

AR 350–20

Management of the Defense Foreign Language Program

AR 350–100

Officer Active Duty Service Obligations

AR 351–3

Professional Education and Training Programs of the Army Medical Department

AR 360–1

The Army Public Affairs Program

AR 380–67

The Department of Army Personnel Security Program

AR 570–4

Manpower Management

AR 600–8–2

Suspension of Favorable Personnel Actions (Flags)

AR 600–8–24

Officer Transfers and Discharges

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AR 600–8–101

Personnel Processing (In-, Out-, Soldier Readiness, Mobilization, and Deployment Processing)

AR 600–8–104

Military Personnel Information Management/Records

AR 600–100

Army Leadership

AR 601–210

Active and Reserve Components Enlistment Program

AR 601–280

Army Retention Program

AR 621–1

Training of Military Personnel at Civilian Institutions

AR 621–108

Military Personnel Requirements for Civilian Education

AR 635–200

Active Duty Enlisted Administrative Separations

AR 690–950

Career Management

DA Pam 350–58

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Leader Development for America's Army

DA Pam 350–59

Army Correspondence Course Program Catalog

DA Pam 351–4

U.S. Army Formal Schools Catalog

DA Pam 600–3

Commissioned Officer Professional Development and Career Management

DA Pam 600–8

Management and Administrative Procedures

DA Pam 600–25

U.S. Army Noncommissioned Officer Professional Development Guide

DODD 5160.41E

The Defense Language Program (DLP). (Available at www.dtic.mil/whs/directives)

FAR

Federal Acquisition Regulation. (Available at www.arnet.gov/far/)

FM 6–22

Army Leadership

FM 7–0

Training for Full Spectrum Operations

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FM 7–22.7

The Army Noncommissioned Officer Guide

NGR 600–200

Enlisted Personnel Management

Accredited Institutions of Postsecondary Education, Programs, Candidates

This publication is available from the American Council on Education, One Dupont Circle, N.W., Washington, DC 20036

Directory of Postsecondary Institutions, Volumes I and II

This publication is available from ED Pubs, P.O. Box 1398, Jessup, MD 20794–1398 (www.ed.gov)

MIVER Principles of Good Practice for Voluntary Education Programs on Military Installations

This publication is available from the American Council on Education, One Dupont Circle, N.W., Washington, DC 20036 (www.acenet.edu)

MIVER Principles of Good Practice for Institutions Providing Voluntary Education Programs on Military Installations

This publication is available from the American Council on Education, One Dupont Circle, N.W., Washington, DC 20036 (www.acenet.edu)

2004–2005 Directory of Accredited Institutions

This publication is available from the Distance Education and Training Council at www.deac.org

Servicemembers Opportunity Colleges (SOC) Guide

This publication can be found at www.soc.aascu.org

10 USC 1142

Preseparation counseling; transmittal of medical records to Department of Veterans Affairs

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10 USC 1606

Defense Intelligence Senior Executive Service

10 USC 2005

Advanced education assistance: active duty agreement; reimbursement requirements

10 USC 2007

Payment of tuition for off-duty training or education

10 USC 4302

Enlisted members of Army: schools

10 USC 12205

Commissioned officers: appointment; educational requirement

17 USC 105

Subject matter of copyright: United States Government works

38 Part III, Chp 30

All-Volunteer Force Educational Assistance Program

38 USC 3672

Approval of courses

38 USC 3696

Limitation on certain advertising, sales, and enrollment practices

Acronym Glossary

AARTS	Army/American Council on Education Registry Transcript System
AAS	Associate degree
ACE	American Council on Education
ACR	ACES Request Hold
ACT	Army Career Tracker
AD	Active Duty
ADSO	Active Duty Service Obligation
AECP	AMEDD Enlisted Commissioning Program
AGR	Active Guard Reserve
AMEDD	Army Medical Detachment
APFT	Army Physical Fitness
AR	Army Regulation
ARNG	Army National Guard
AWCP	Army Weight Control Program
BASD	Basic Active Service Date
BSN	Bachelors of Science in Nursing
CE	Certifying Enrollments
CHs	Clock Hours
Civ Ed	Civilian Education
CLEP	College Level Examination Program
CR	Continuing Resolution
CRM	Customer Relationship Management
CSR	Cadet Senior
CTS	Communications Tracking Summary
DA	Department of the Army
DANTES	Defense Activity for Non-Traditional Education Support
DAU	Defense Acquisition University
DoD	Department of Defense

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DoD MOU	Department of Defense Voluntary Education Partnership Memorandum of Understanding
DoDI	Department of Defense Instruction
EDMIS	Education Management Information System
eMILPO	Electronic Military Personnel Office
ERB	Enlisted Record Brief
ESA	Expiration of Service Agreement
ESO	Education Services Officer
EST	Eastern Standard Time
ETS	Expiration Term of Service
FTP	File Protocol Transfer
FY	Fiscal Year
GAE	GoArmyEd
GPA	Grade Point Average
GPC	Government Purchase Card
GRFD	Guaranteed Reserve Forces Duty
HQ ACES	Headquarters, Army Continuing Education System
HQ DA	Headquarters, Department of the Army
HQA	HQ ACES Request
IAW	In Accordance With
iMARC	Information Management and Reporting Center
IPAP	Inter-Service Physician Assistance Program
iPERMS	Interactive Personnel Electronic Records Management System
IRR	Individual Ready Reserve
ITAPDB	Integrated Total Army Personnel Data Base
JST	Joint Services Transcript
LOI	Letter of Instruction
LTC	Lieutenant Colonel
MGIB	Montgomery GI Bill
MHRR	Military Human Resource Record
MOS	Military Occupational Specialty
Non LOI	Non Letter of Instruction

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OCONUS	Outside Continental United States
OGC	Office of General Counsel
OPMF	Official Military Personnel File
ORB	Office Record Brief
PAC	Personnel Administration Center
PEBD	Paid Entry Base Date
POC	Point of Contact
QHs	Quarter Hours
RLAS	Regional Level Application Software
ROTC	Reserve Officer Training Corps
SA	Student Agreement
SF	Standard Form
SHs	Semester Hours
SIDPERS	Standard Installation/Division Personnel System
SM	Service Member
SME	Subject Matter Expert
SOC	Servicemembers Opportunity Colleges
SOCAD	Servicemembers Opportunity Colleges Army Degrees
SOU	Statement of Understanding
SSN	Social Security Number
TA	Tuition Assistance
TAPDB-AE	Total Army Personnel Data Base- Active Duty Enlisted
TAPDB-AO	Total Army Personnel Data Base- Active Duty Officer
TAPDB-G	Total Army Personnel Data Base- Guard
TAPDB-R	Total Army Personnel Data Base- Reserve
TOPMIS	Total Officer Personnel Management Information System
UA	Unit Administrator
UIC	Unit Identification Code
USAR	United States Army Reserves
USAREC	United States Army Recruiting Command
VA	Veterans Affairs

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WEBS	Web-Enabled Education Benefits System
WM	Withdrawal for Military Reasons